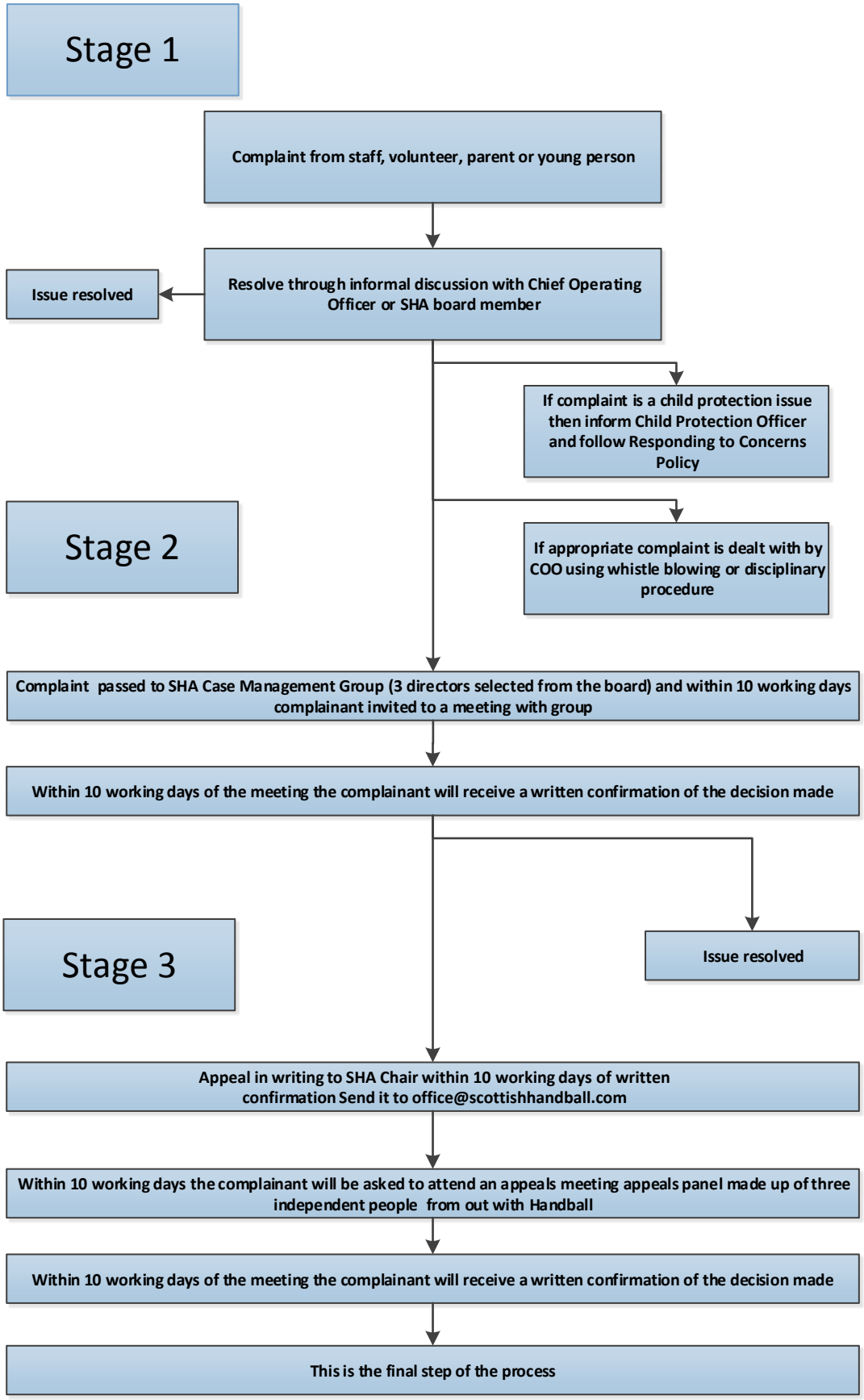SHA Complaints Process 22/11/2019