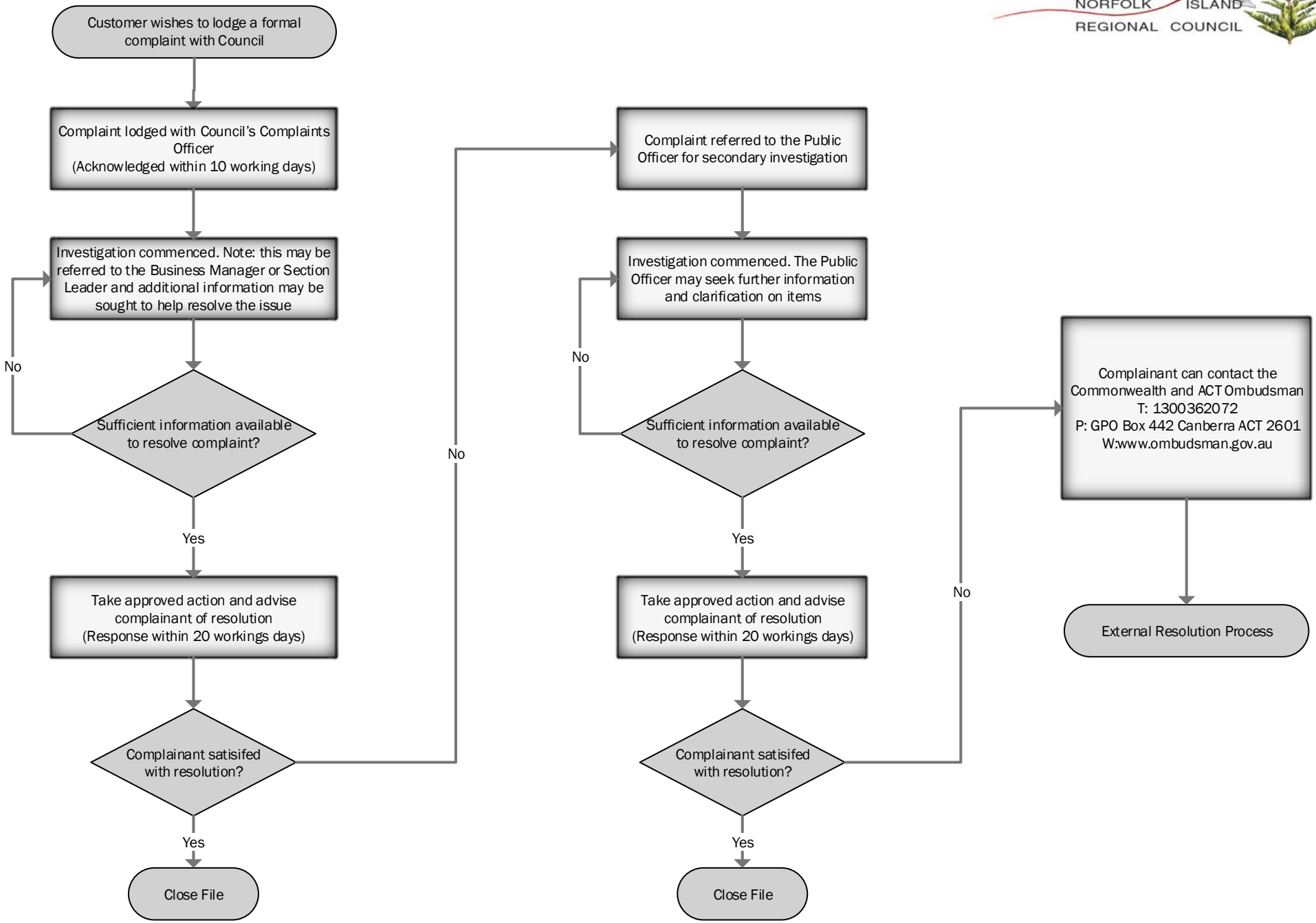Norfolk Island Regional Council – Complaints Handling Flowchart