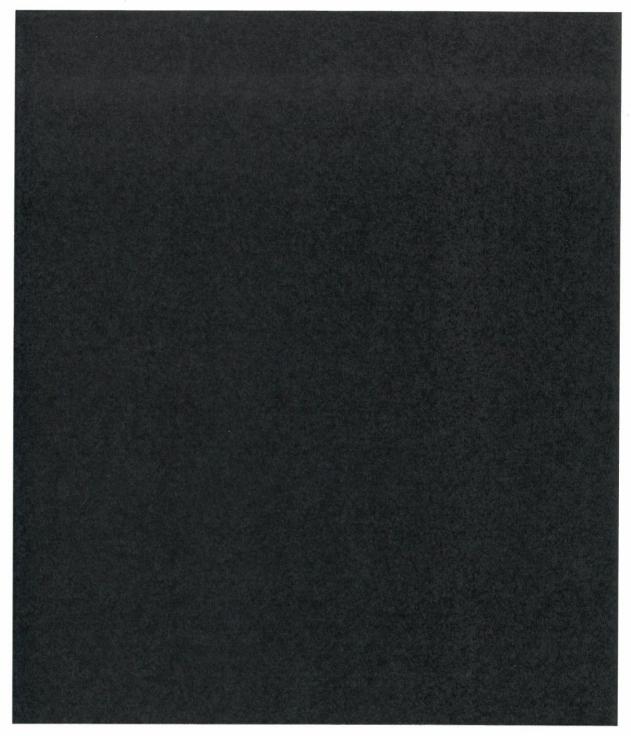
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This page and the subsequent 2 pages have been redacted on the basis that they are irrelevant to this FOI request.

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3.17. The issue was brought to the team's attention by the referral of complaints by CALC and was included as part of the review of the complaints in this matter.

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This page and the subsequent 20 pages have been redacted on the basis that they are irrelevant to this FOI request.