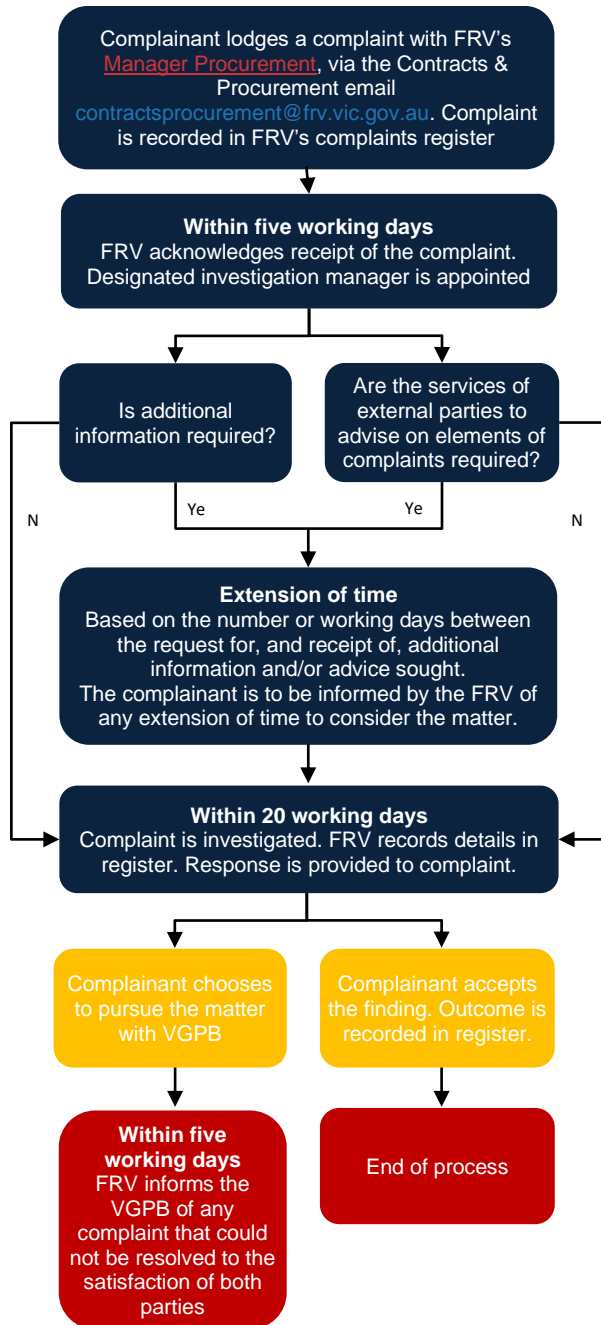


FRV's Complaints management framework



All complaints submitted to the Manager Procurement will be reported annually to the VGPB for publication in the VGPB Annual Report.