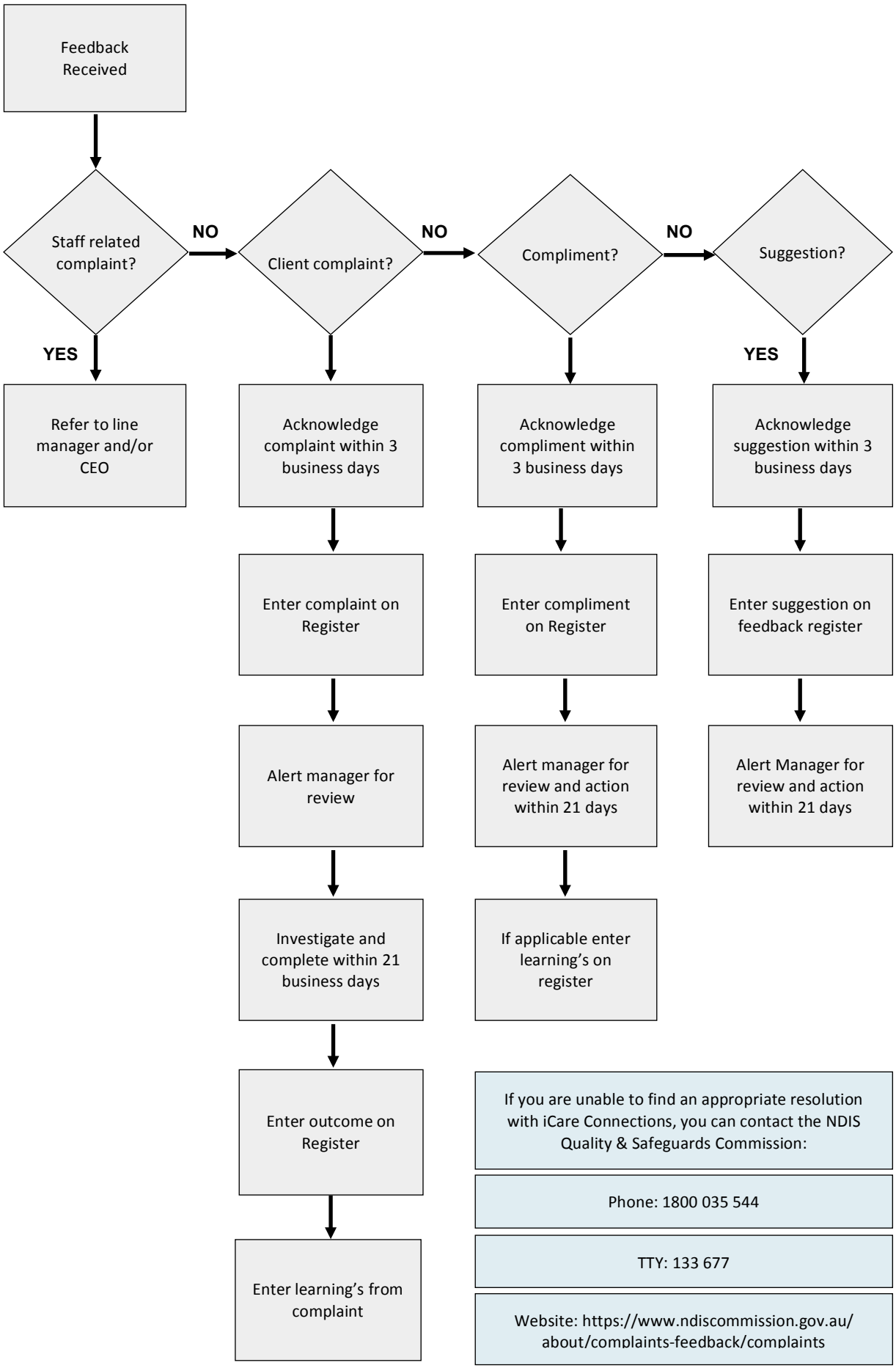iCare Connections Complaints and Feedback Procedure