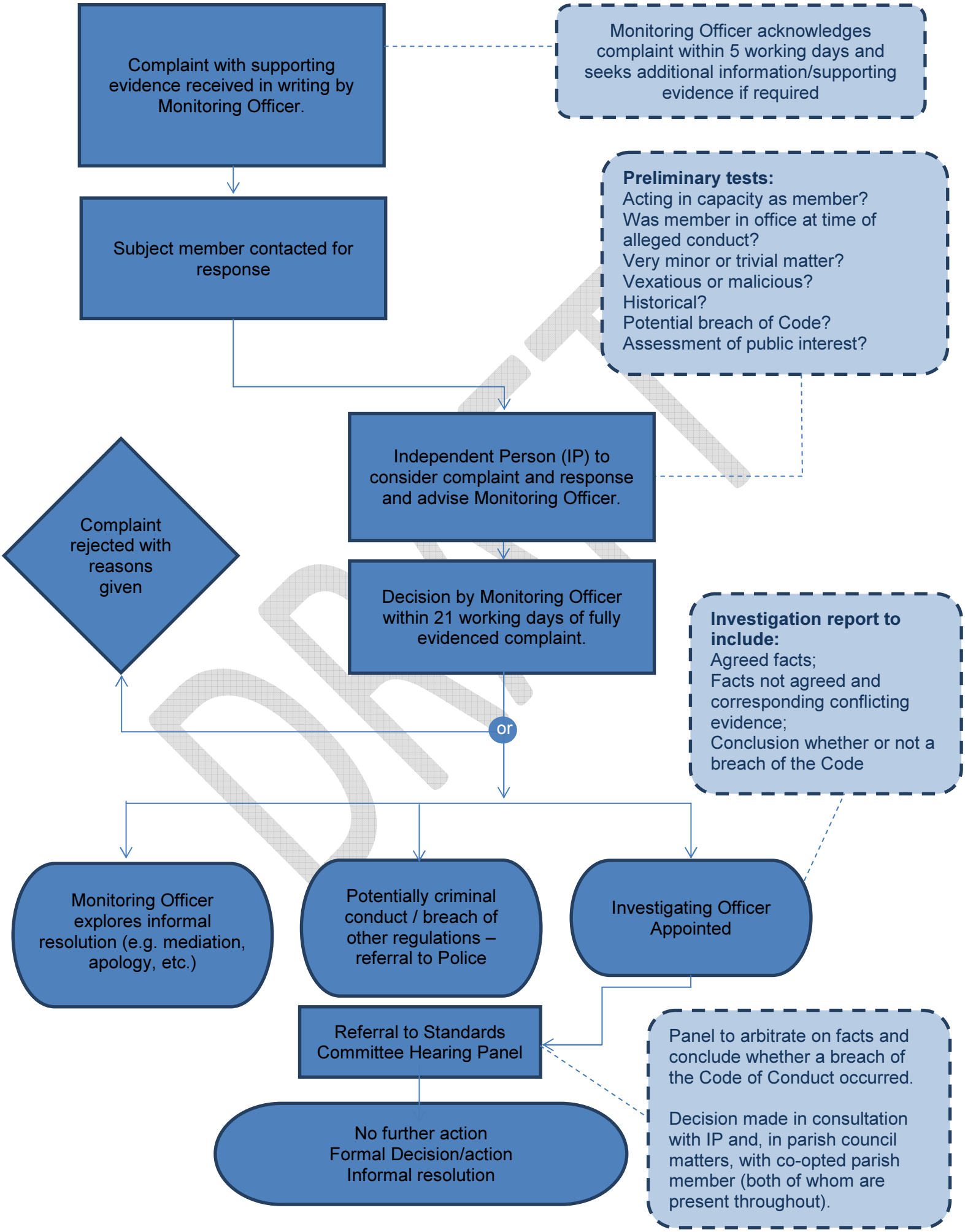South Cambridgeshire District Council Complaints Procedure Flowchart