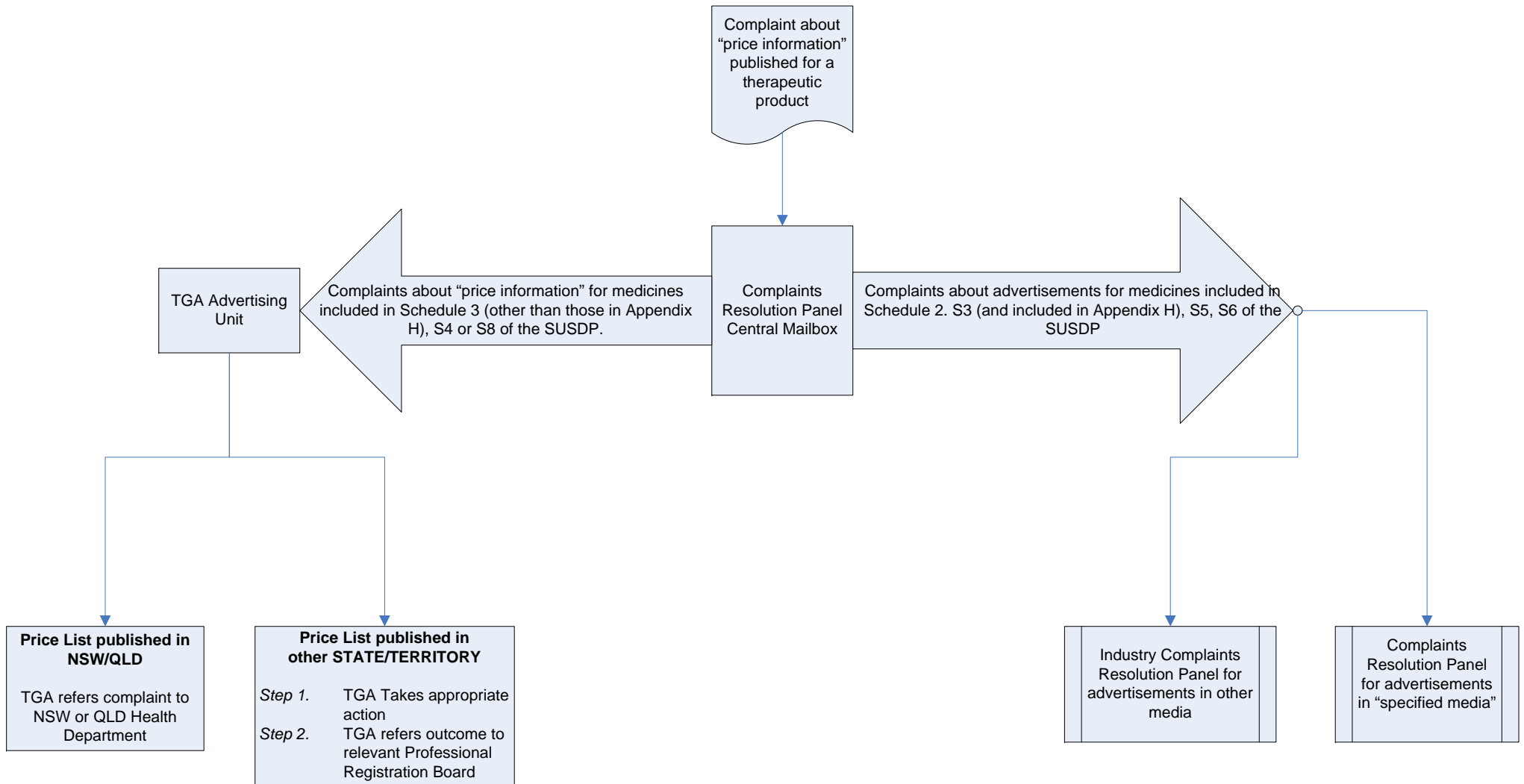


COMPLAINTS RESOLUTION PROCESS FOR "PRICE INFORMATION"



"Price Information" is defined in the TGA "Price Information Code of Practice"