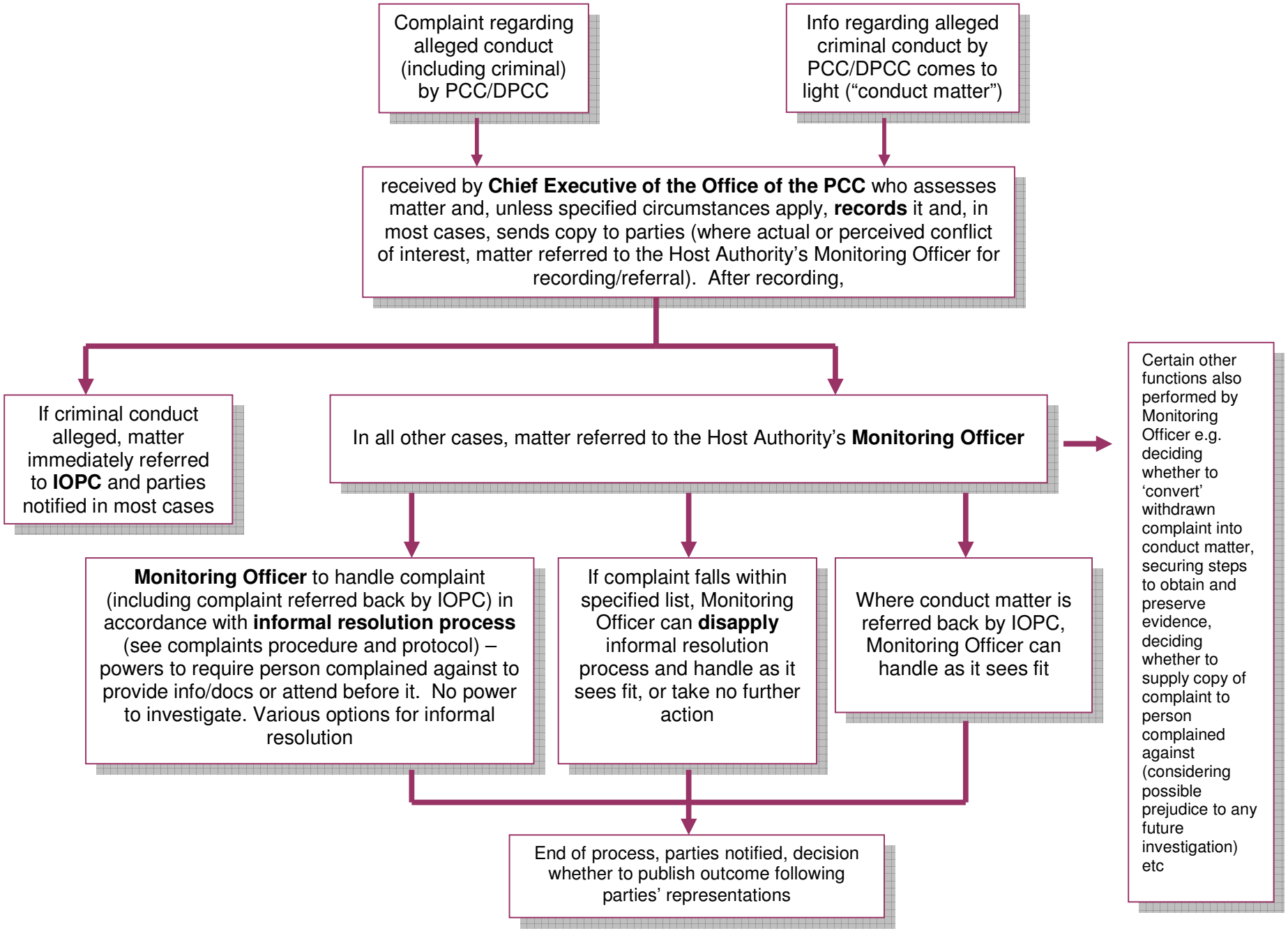LINCOLNSHIRE PCP COMPLAINT HANDLING FLOWCHART