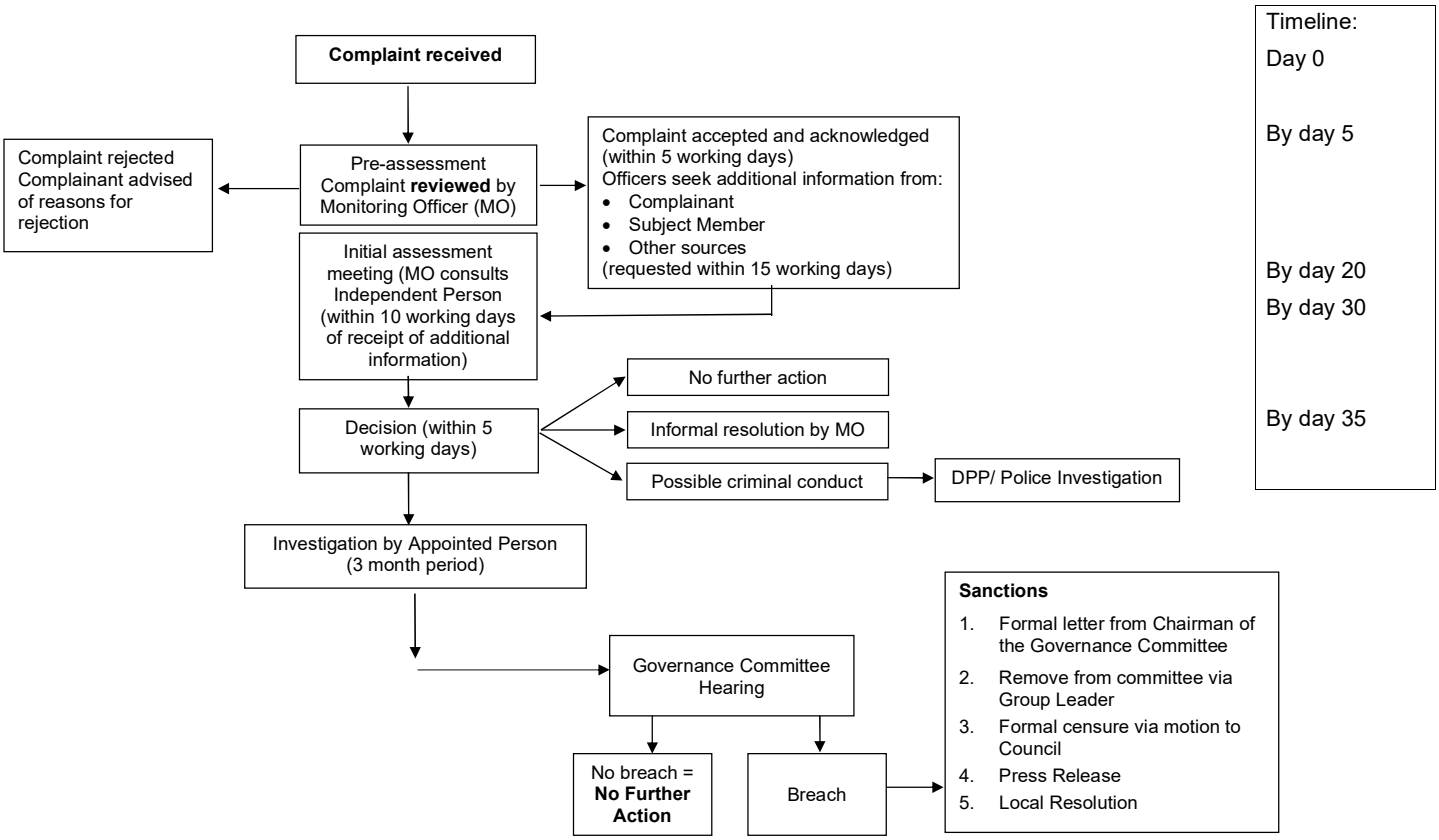Processing Complaints: Code of Conduct: Localism Act 2011