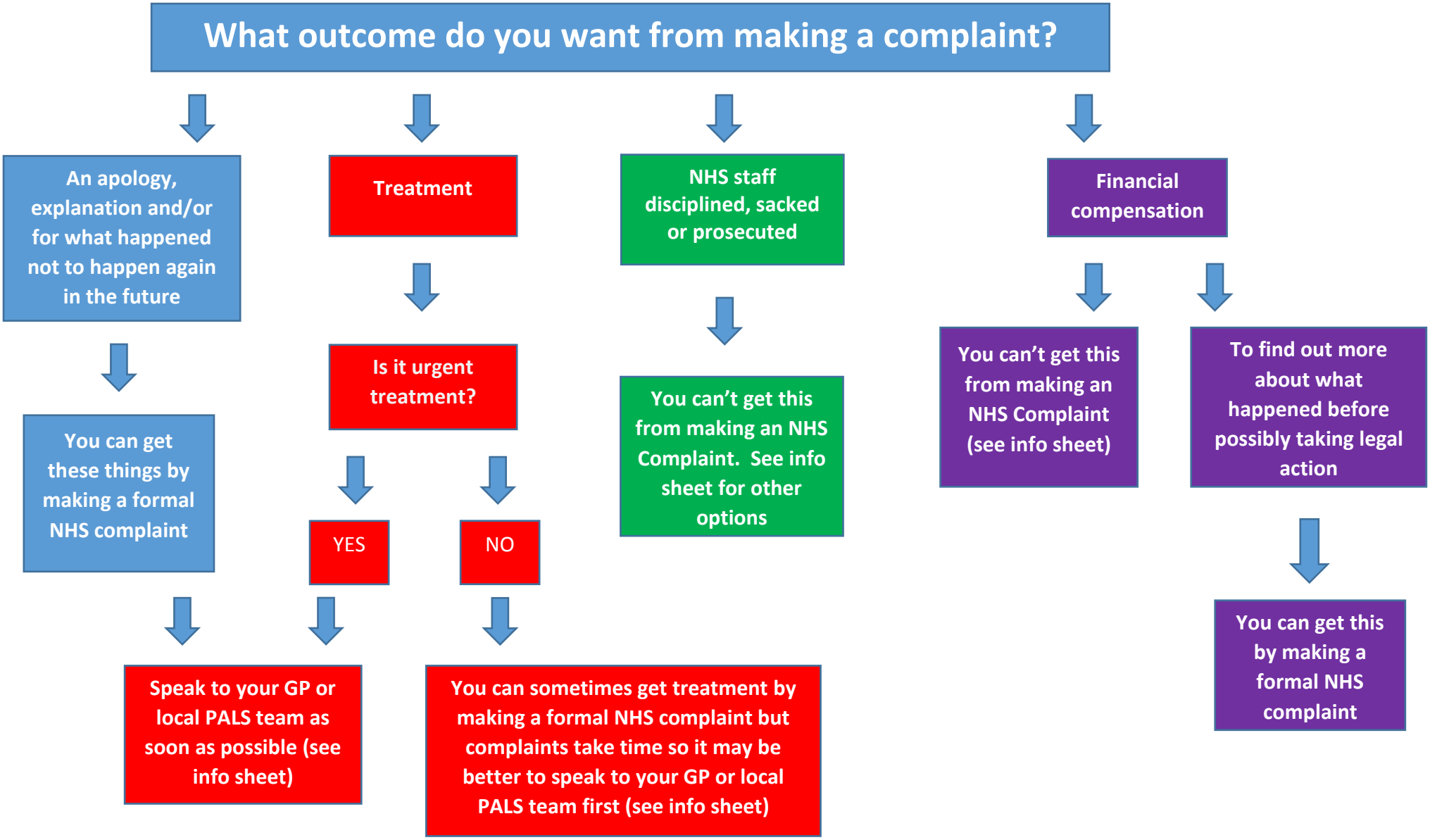Is an NHS Complaint the right route for you?