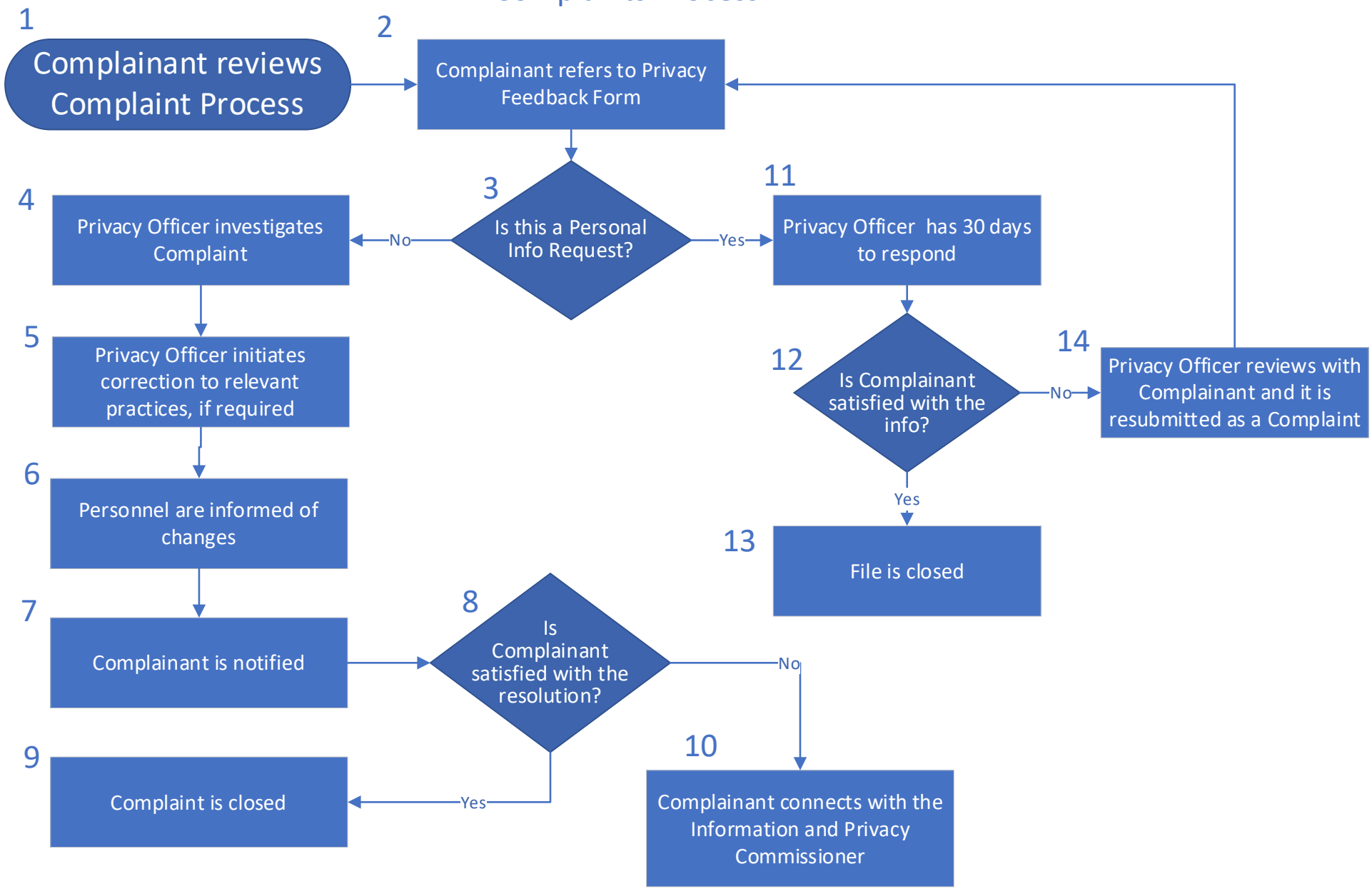Complaints Process