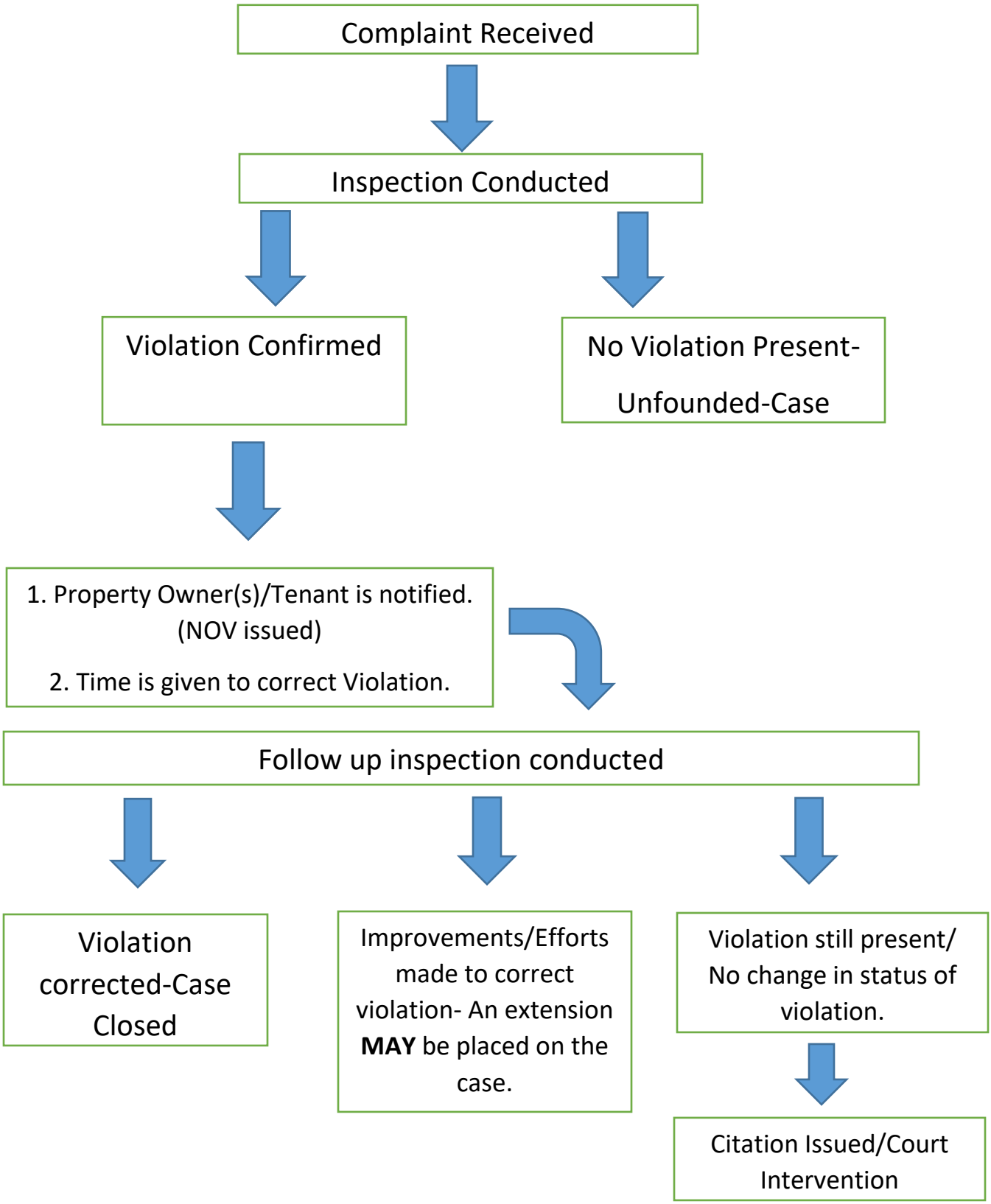Complaint Process