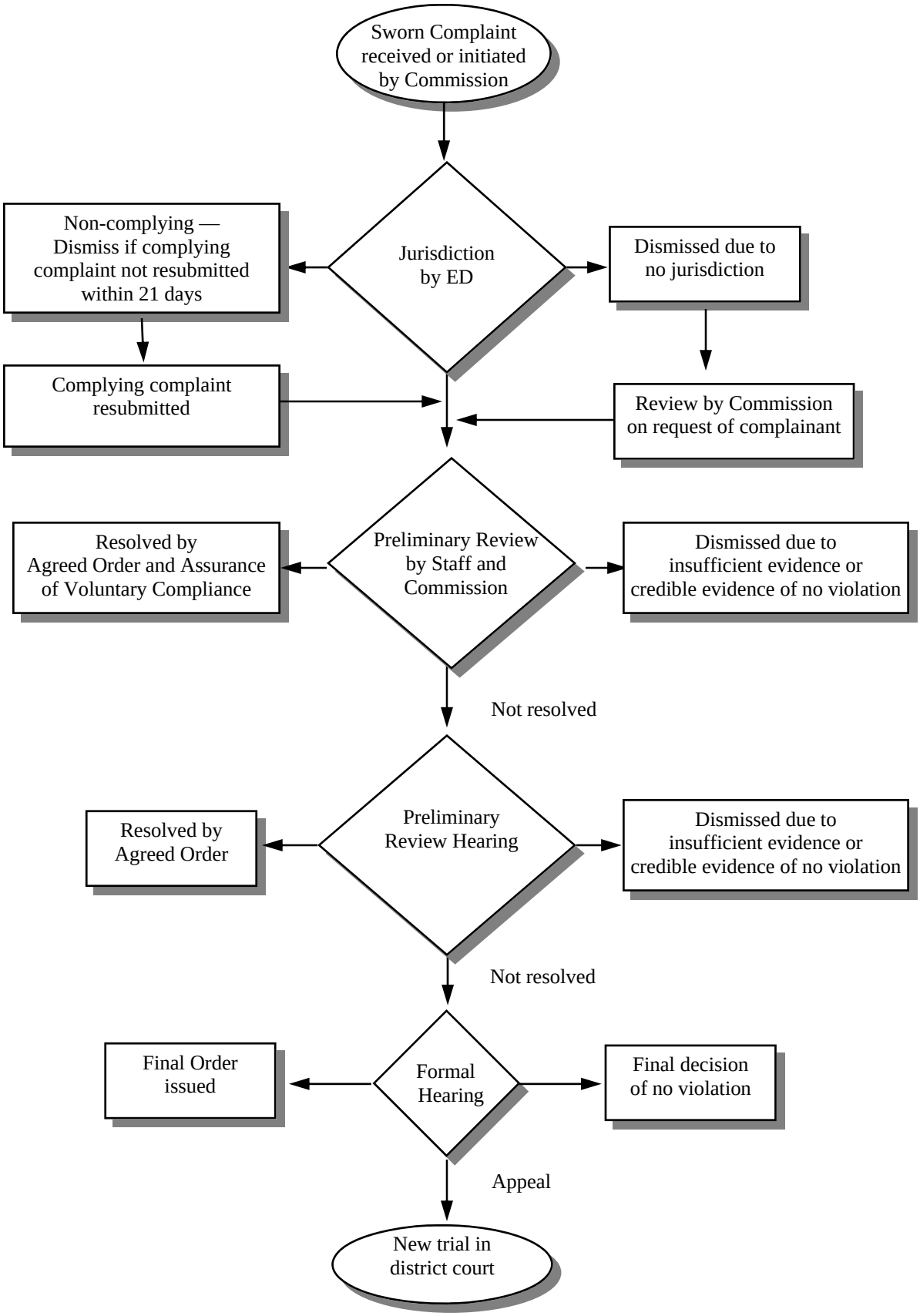COMPLAINT PROCESS