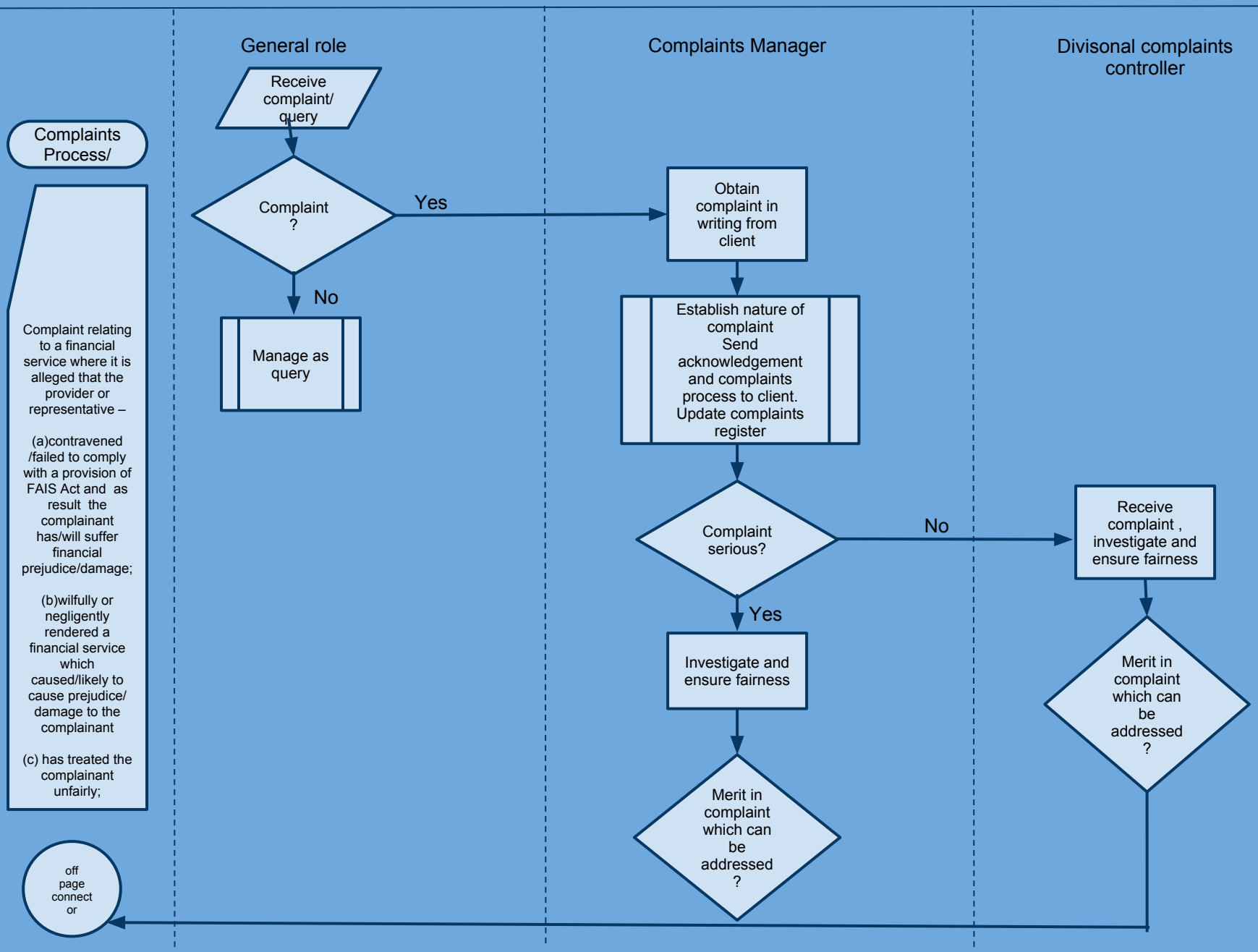Complaints Process 1