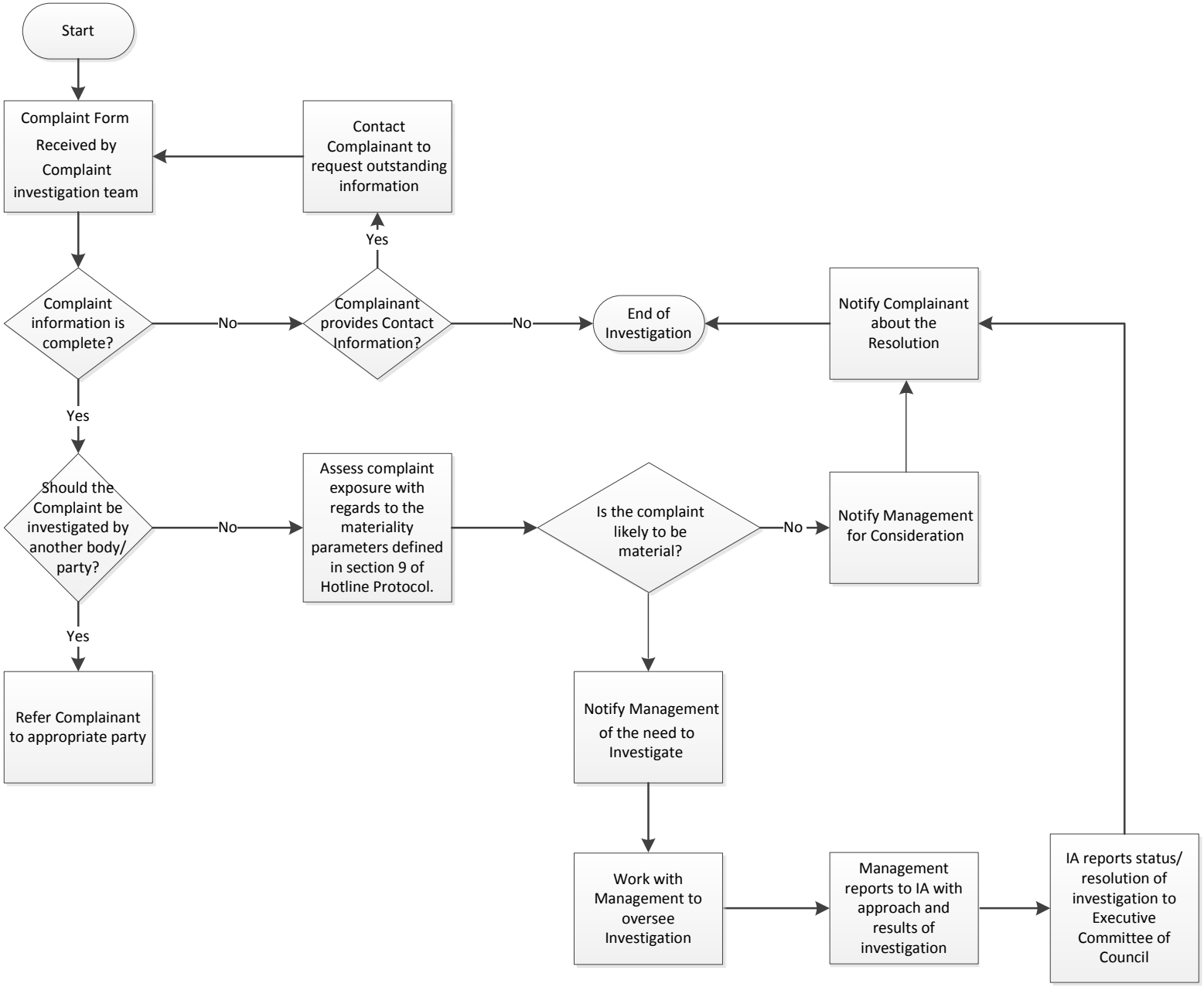COMPLAINT MANAGEMENT PROCESS