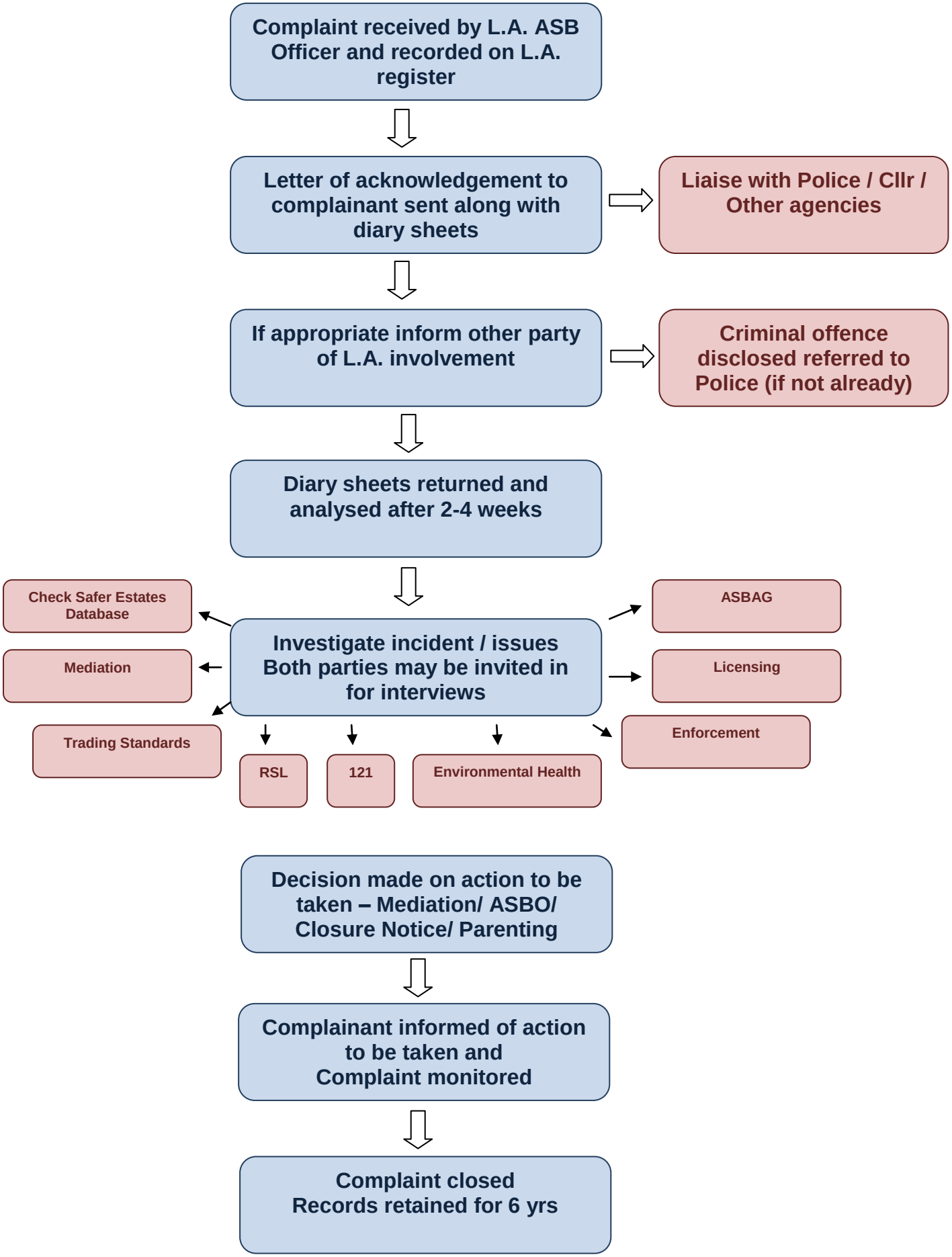**COMPLAINTS PROCEDURE**