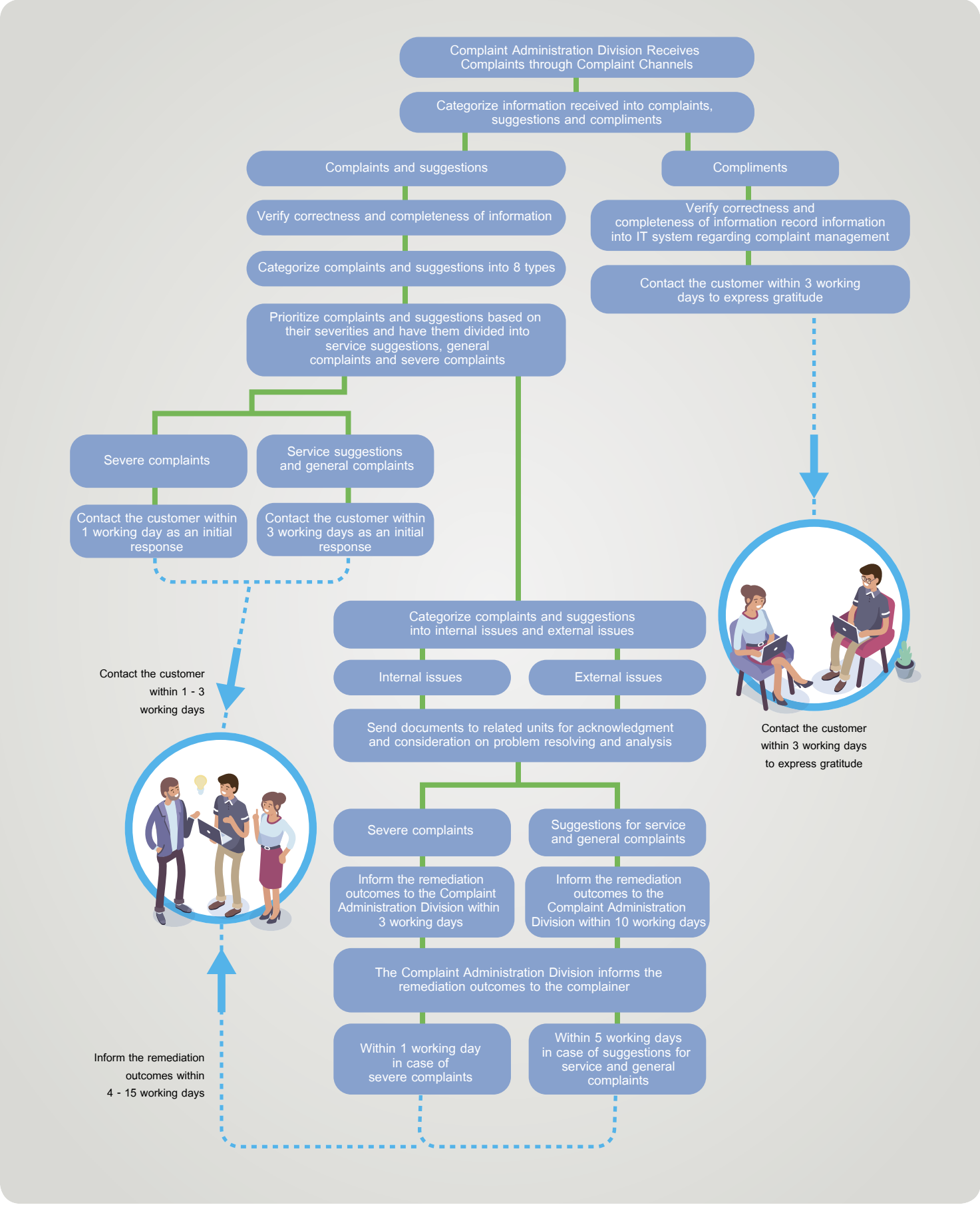Complaint Management Process