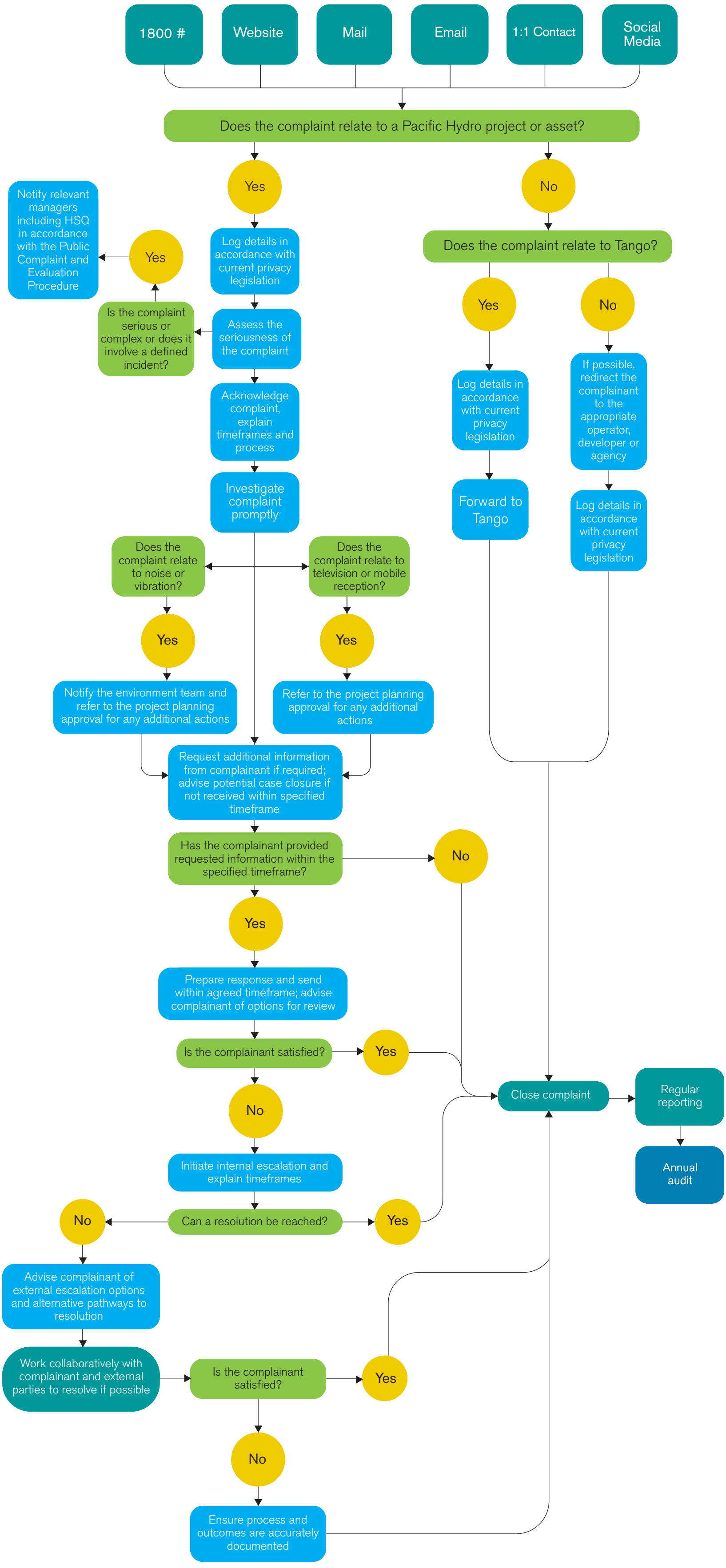Complaints Handling Process