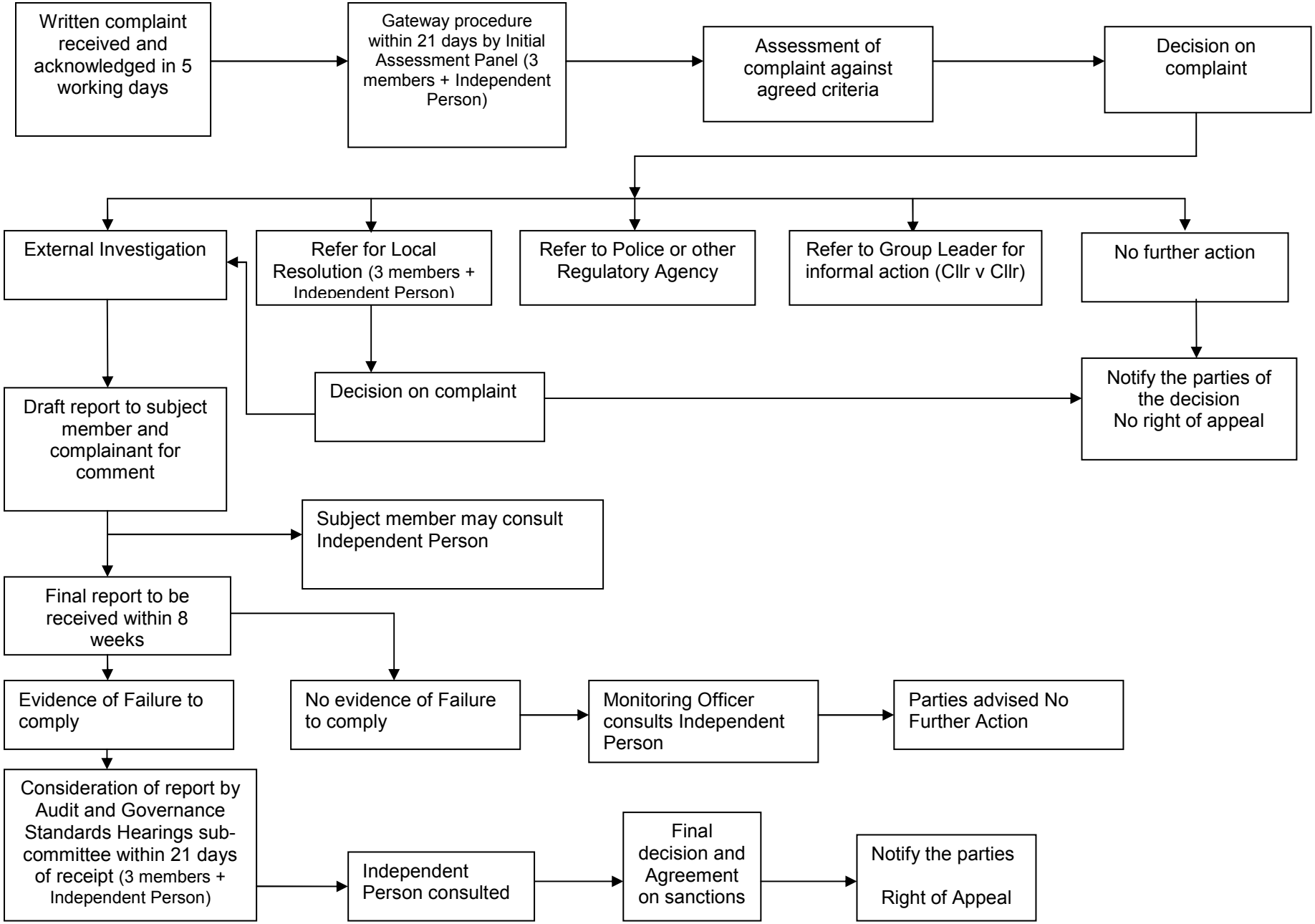Procedure for Complaints