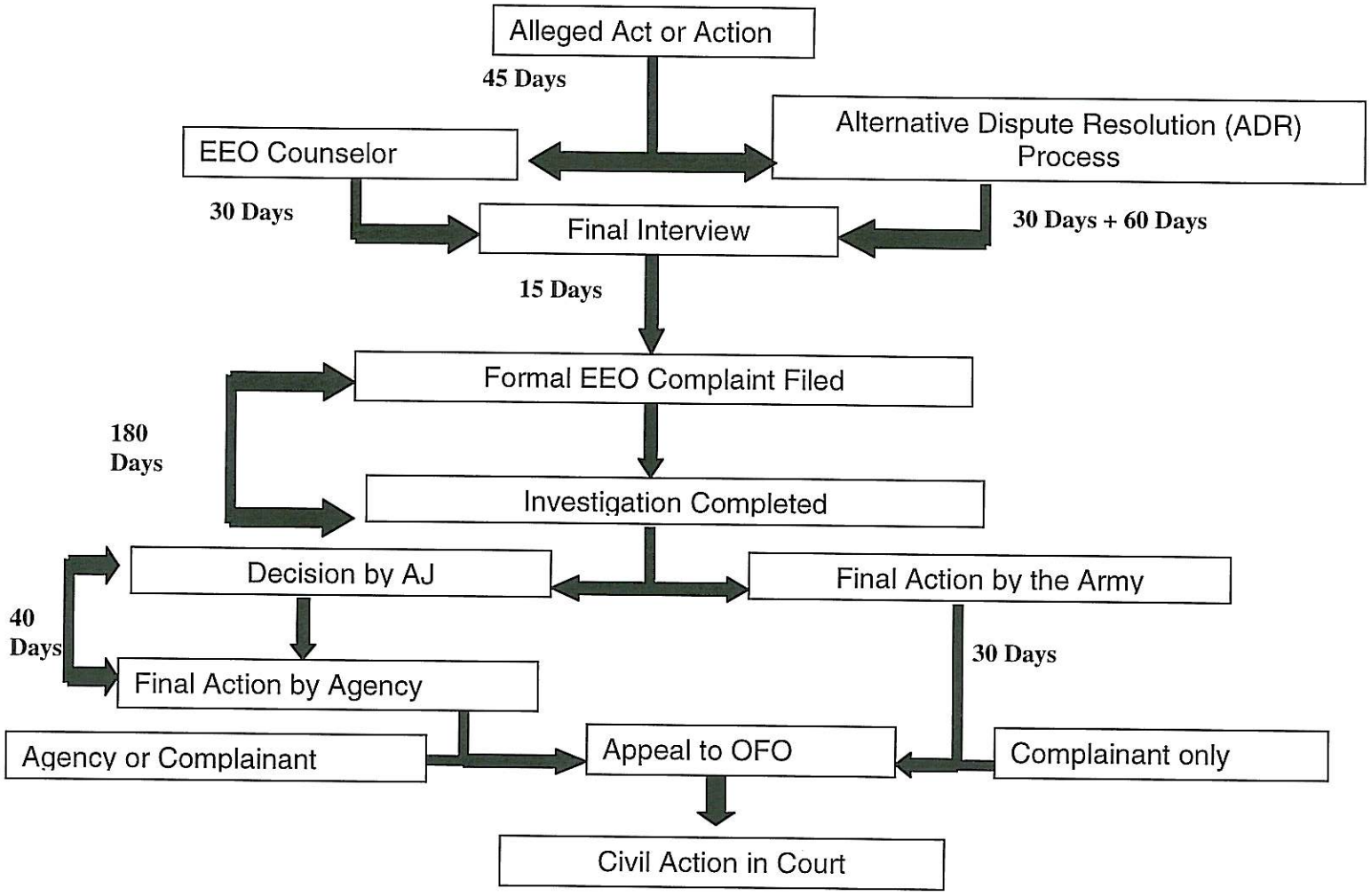Overview of Complaint Process