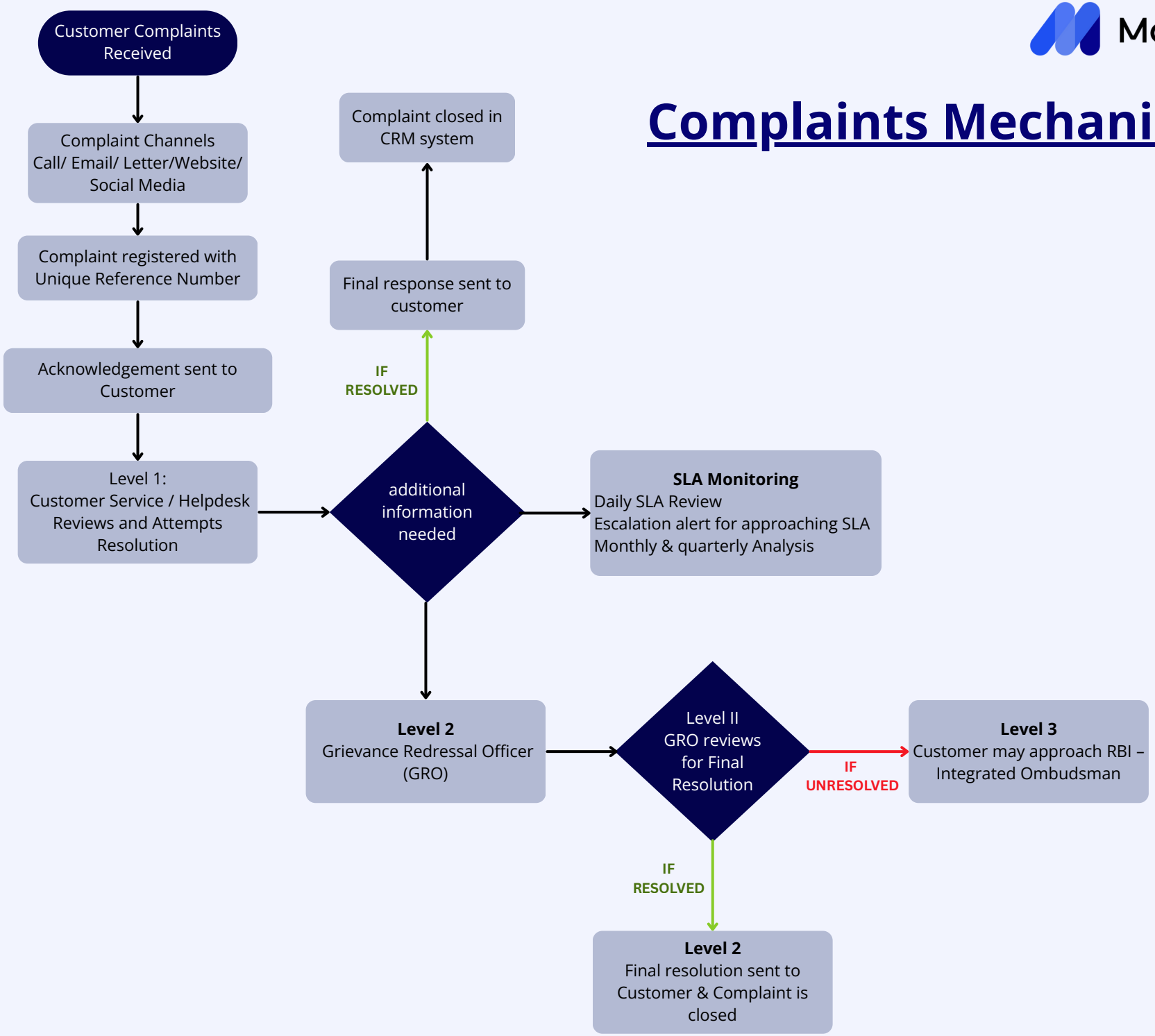Complaints Mechanism