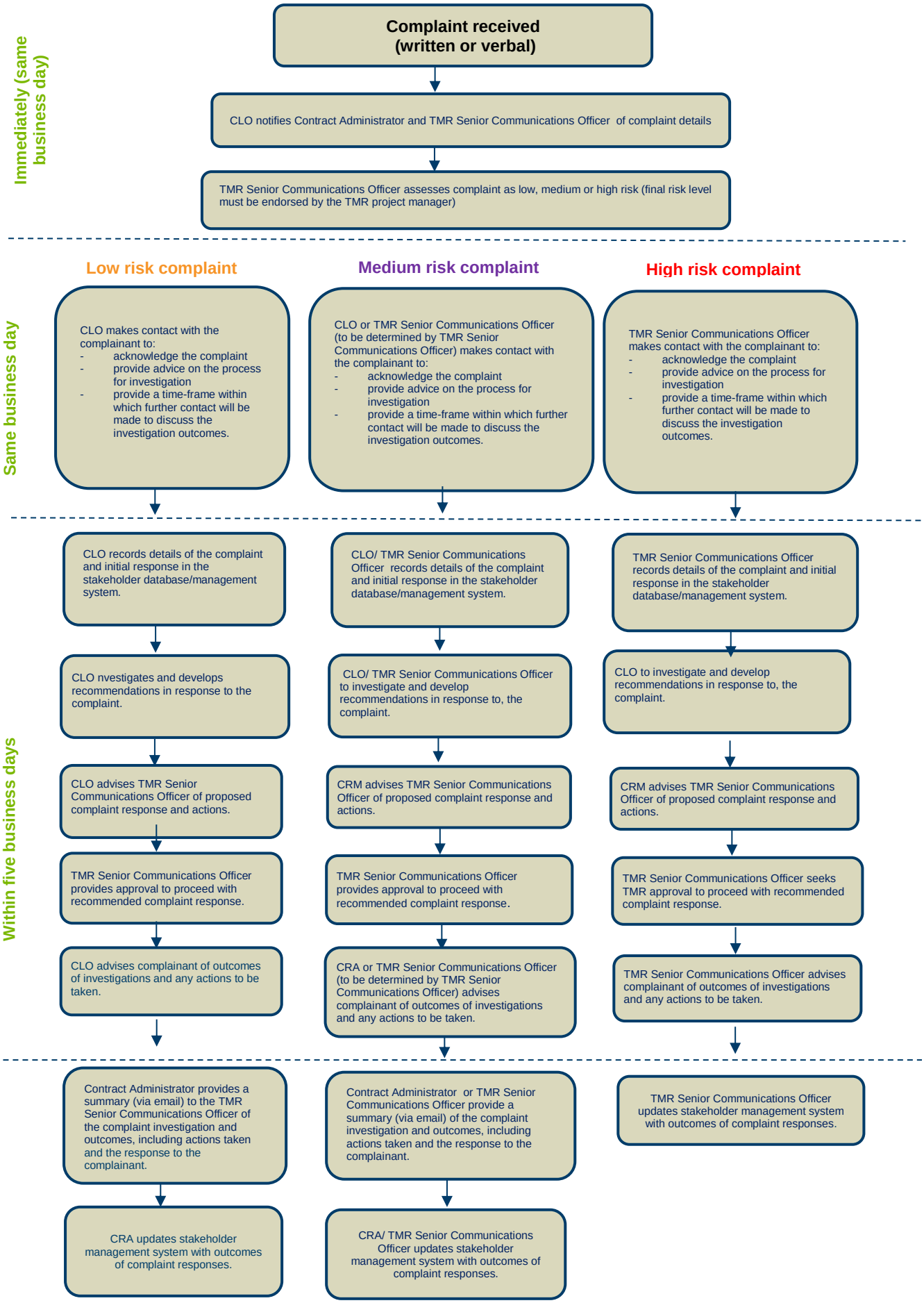Complaints management process