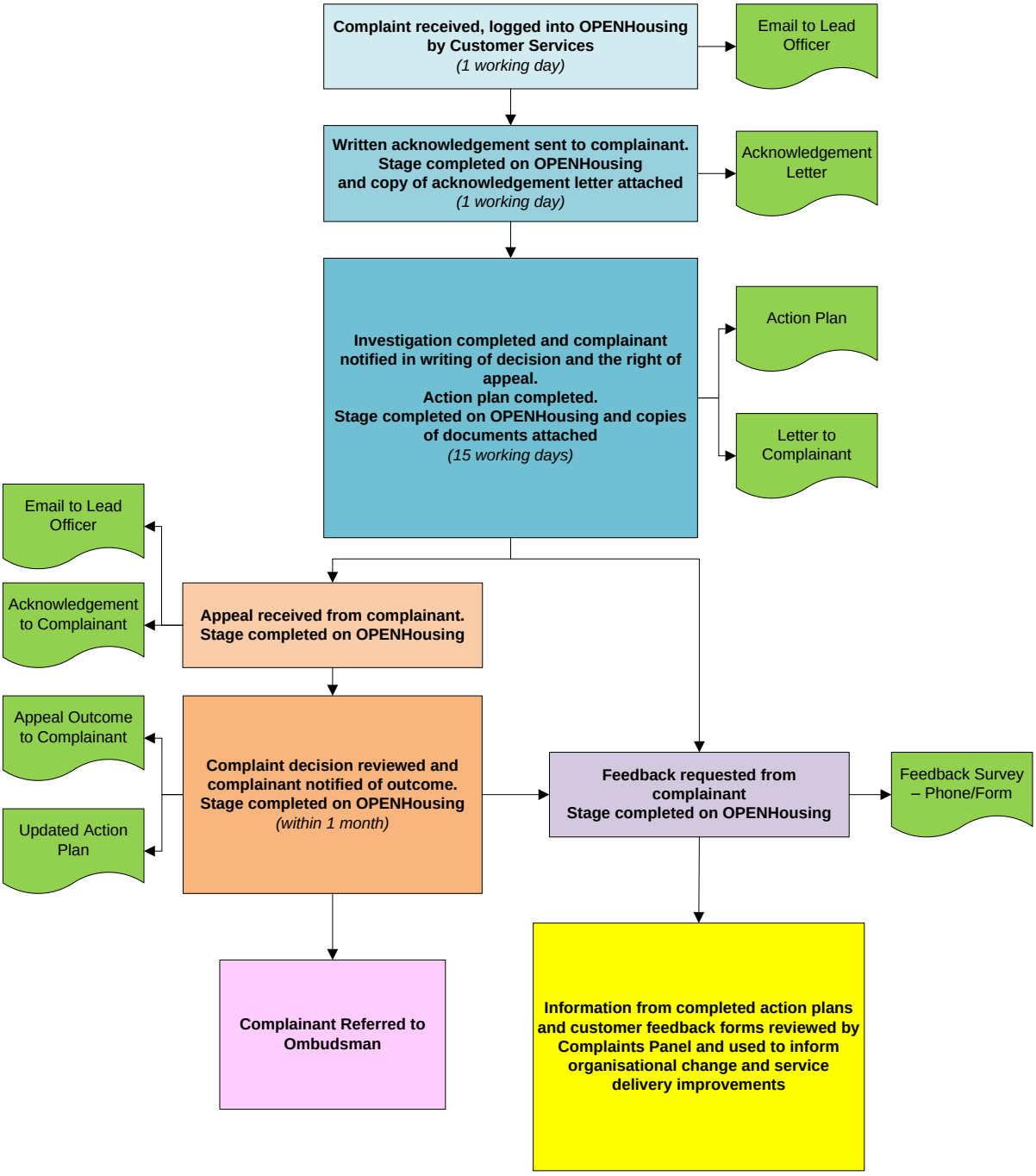Complaints & Appeals Process