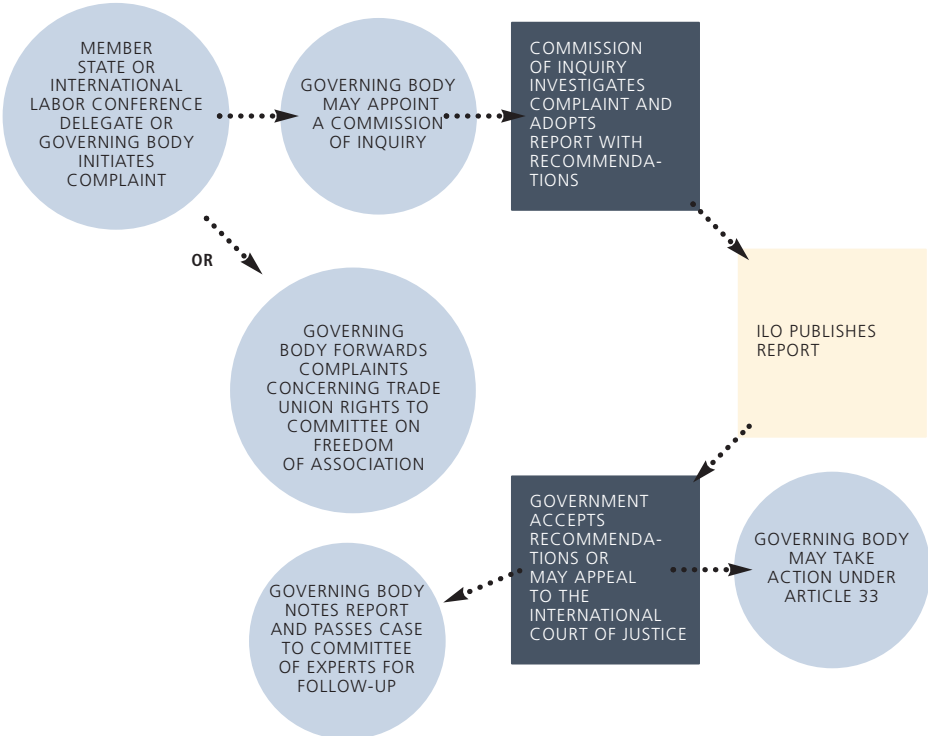The Complaints procedure