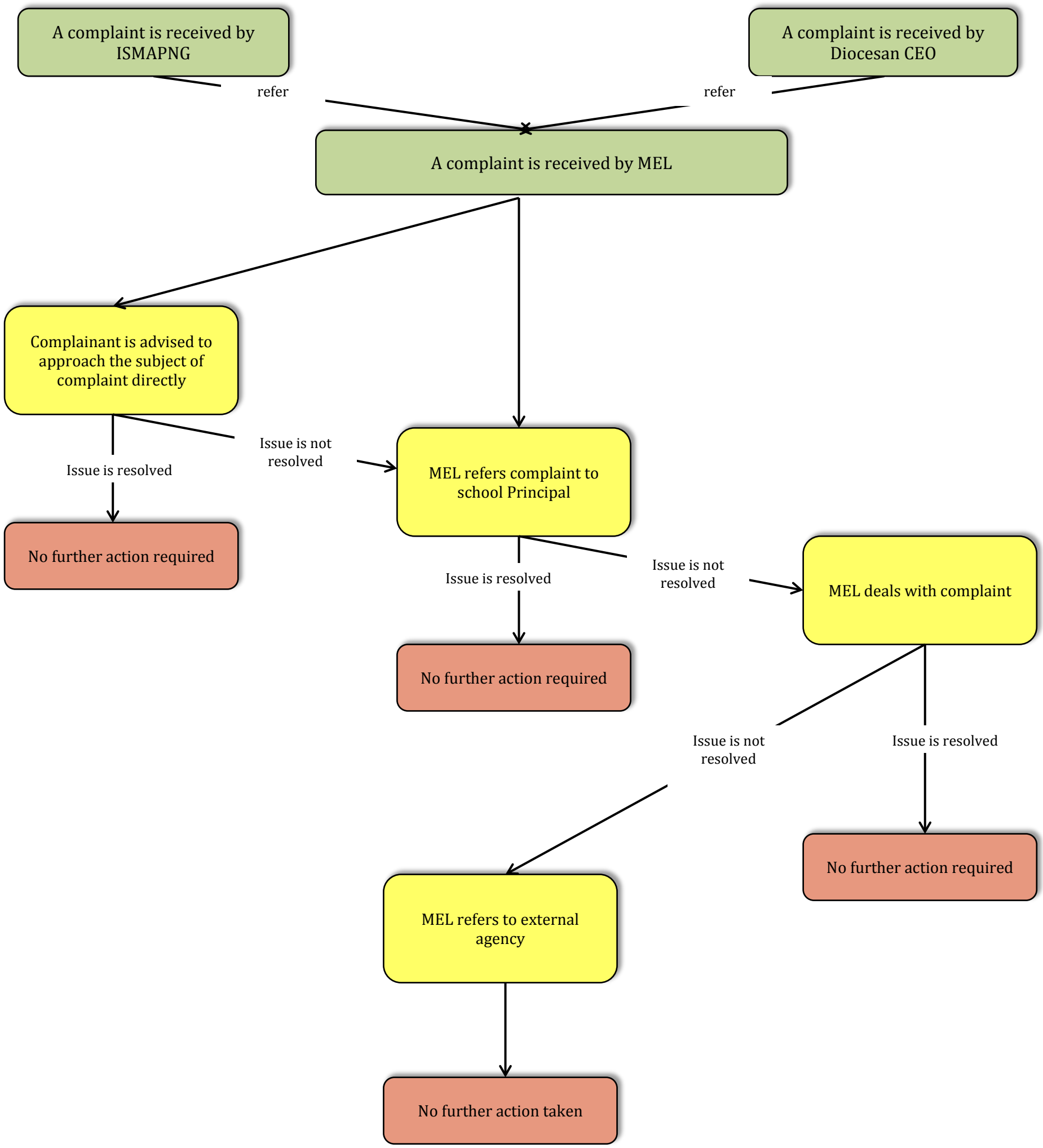# COMPLAINTS MANAGEMENT PROCEDURE