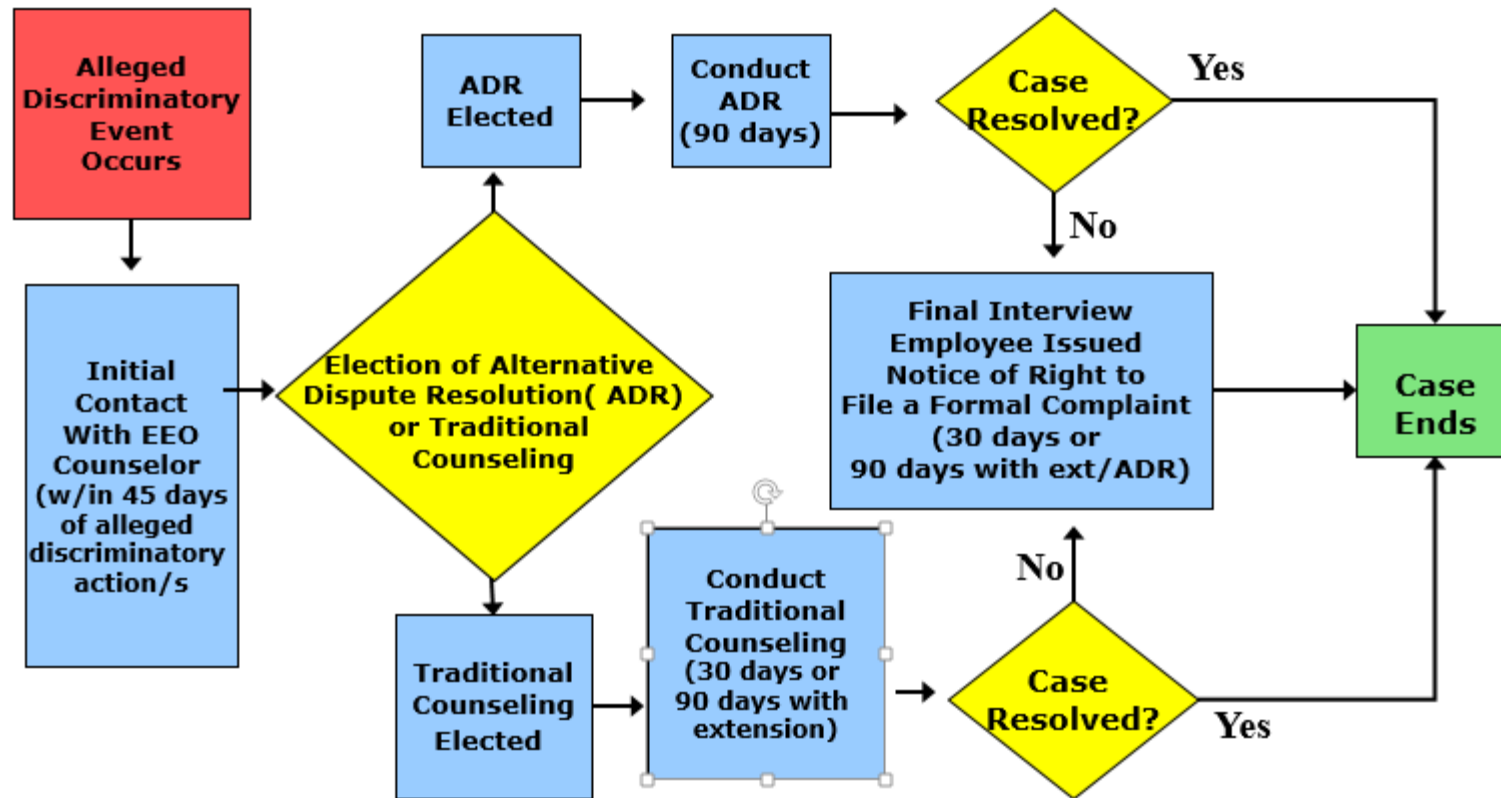




# Pre-Complaint Process





# Formal Complaint Process

