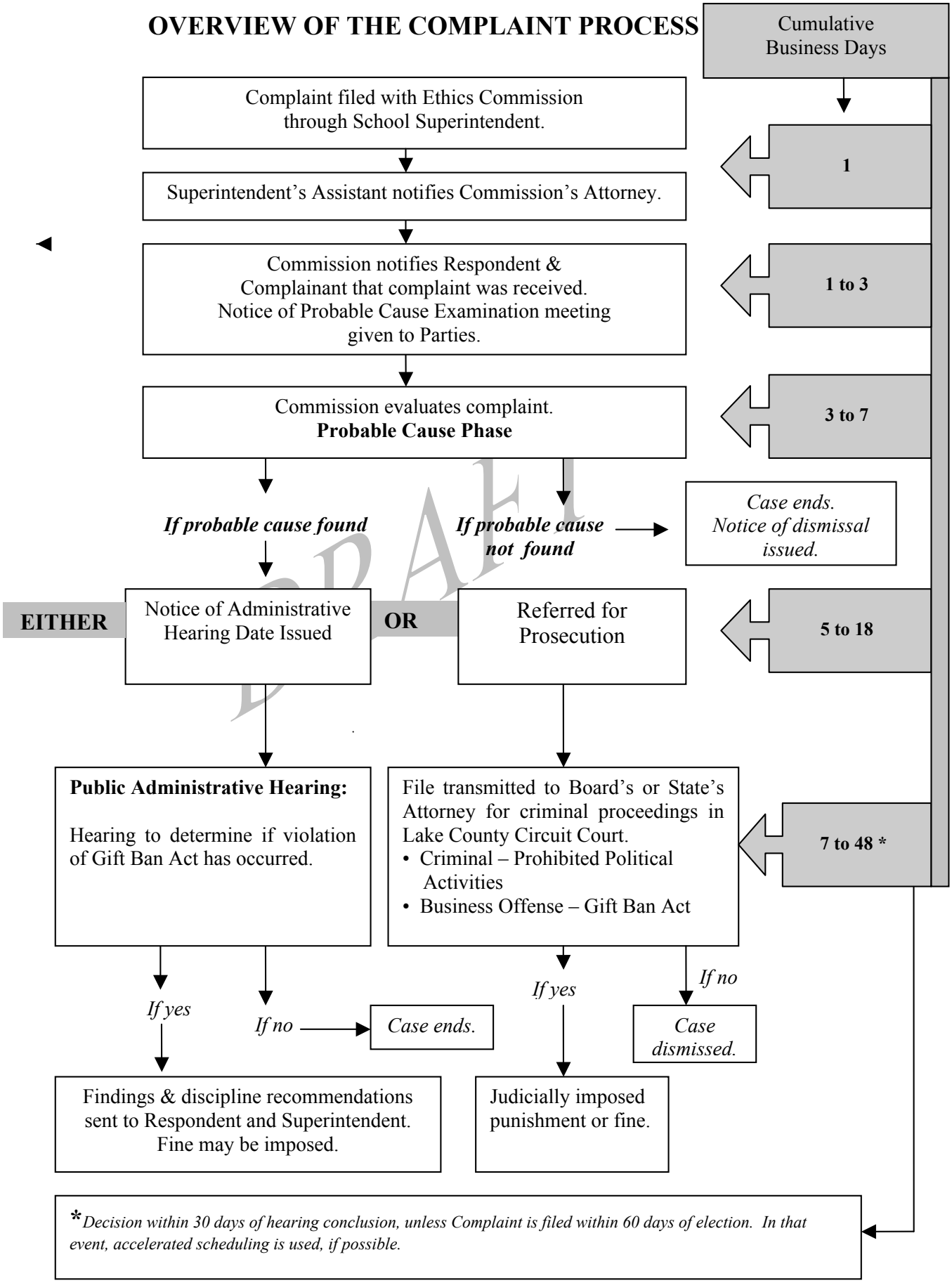
OVERVIEW OF THE COMPLAINT PROCESS



DRAFT