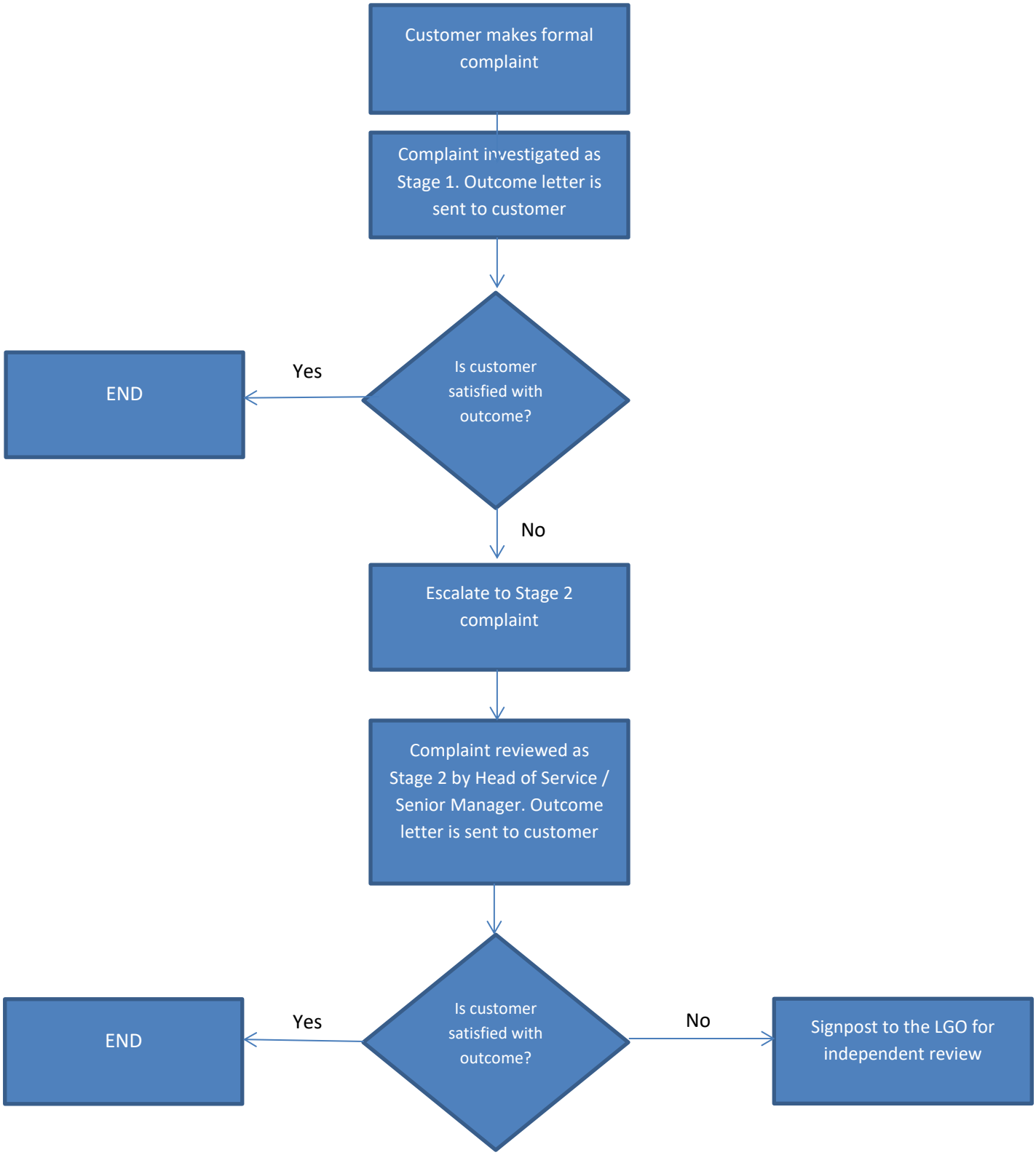Appendix C - Current Complaints Process