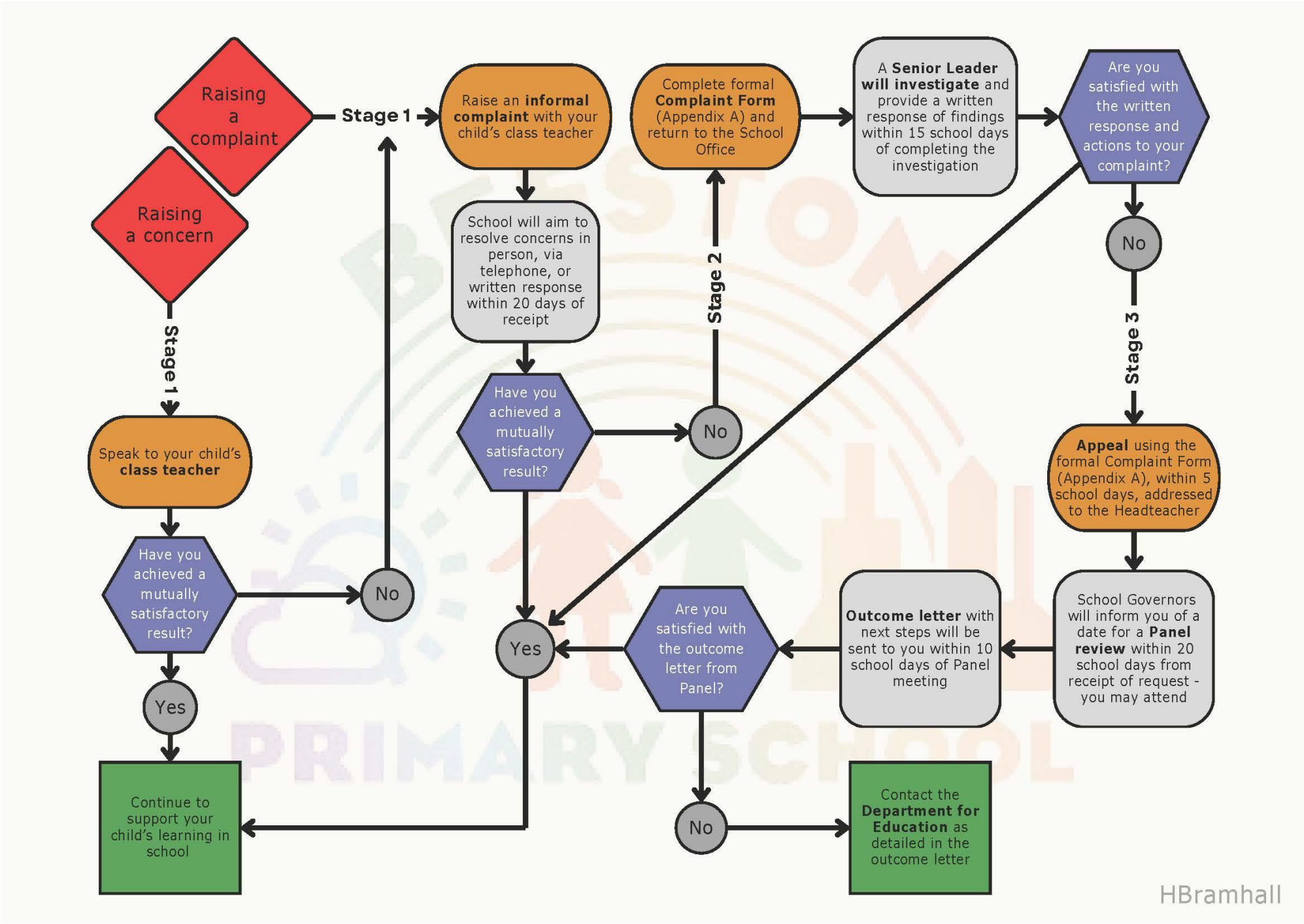Appendix B – The Complaint Process