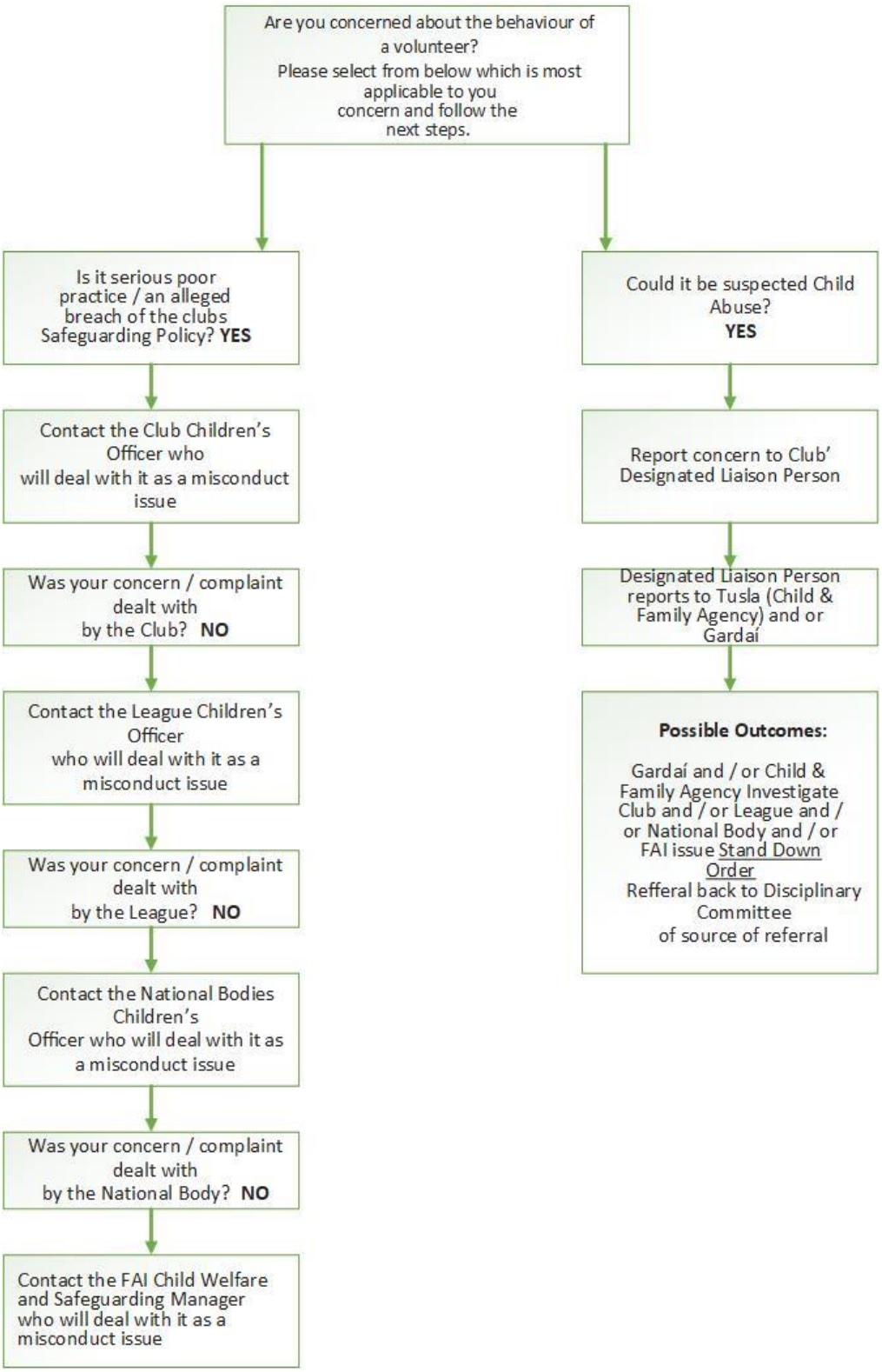Concern-Complaint Procedure