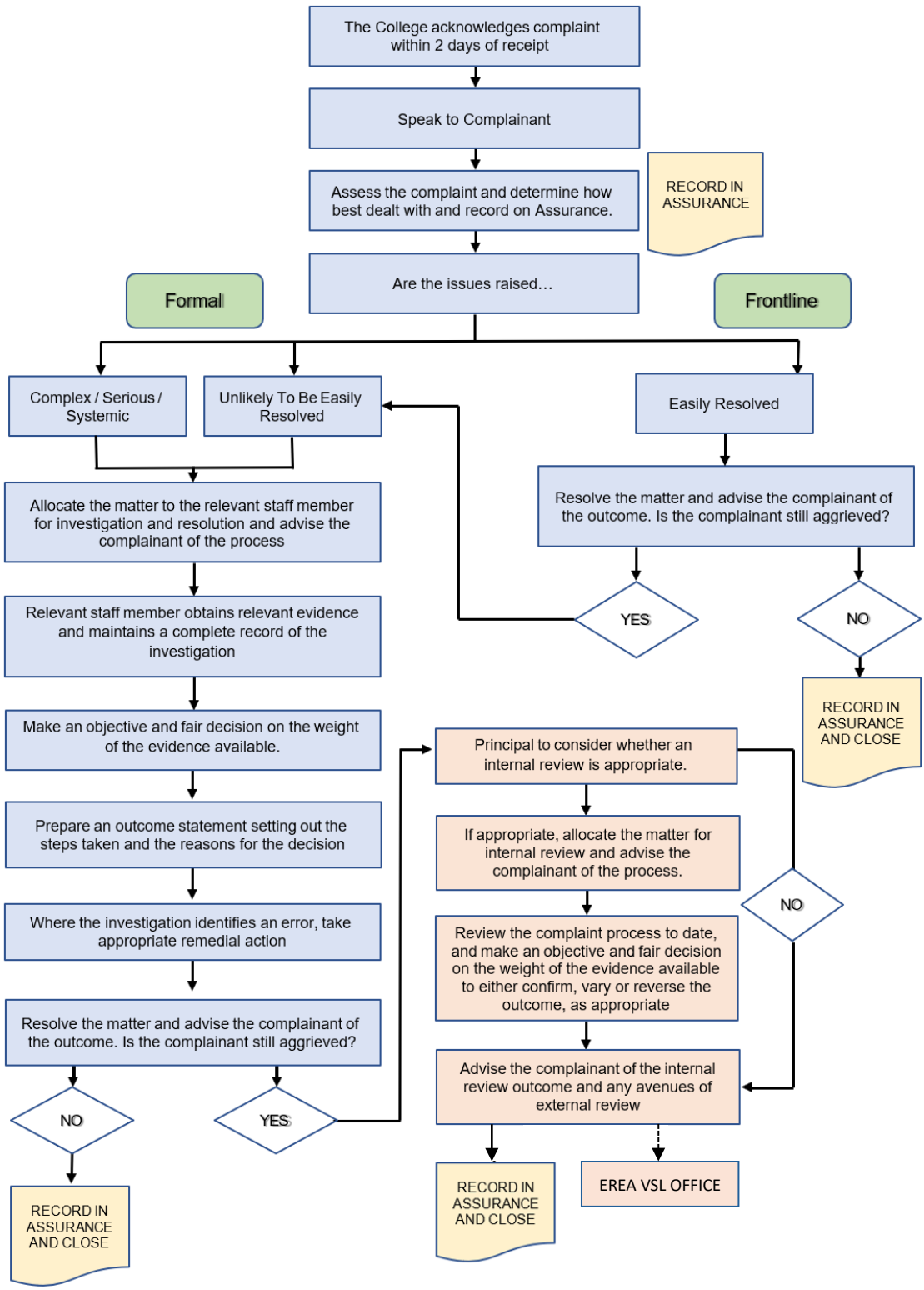External Complaint Process