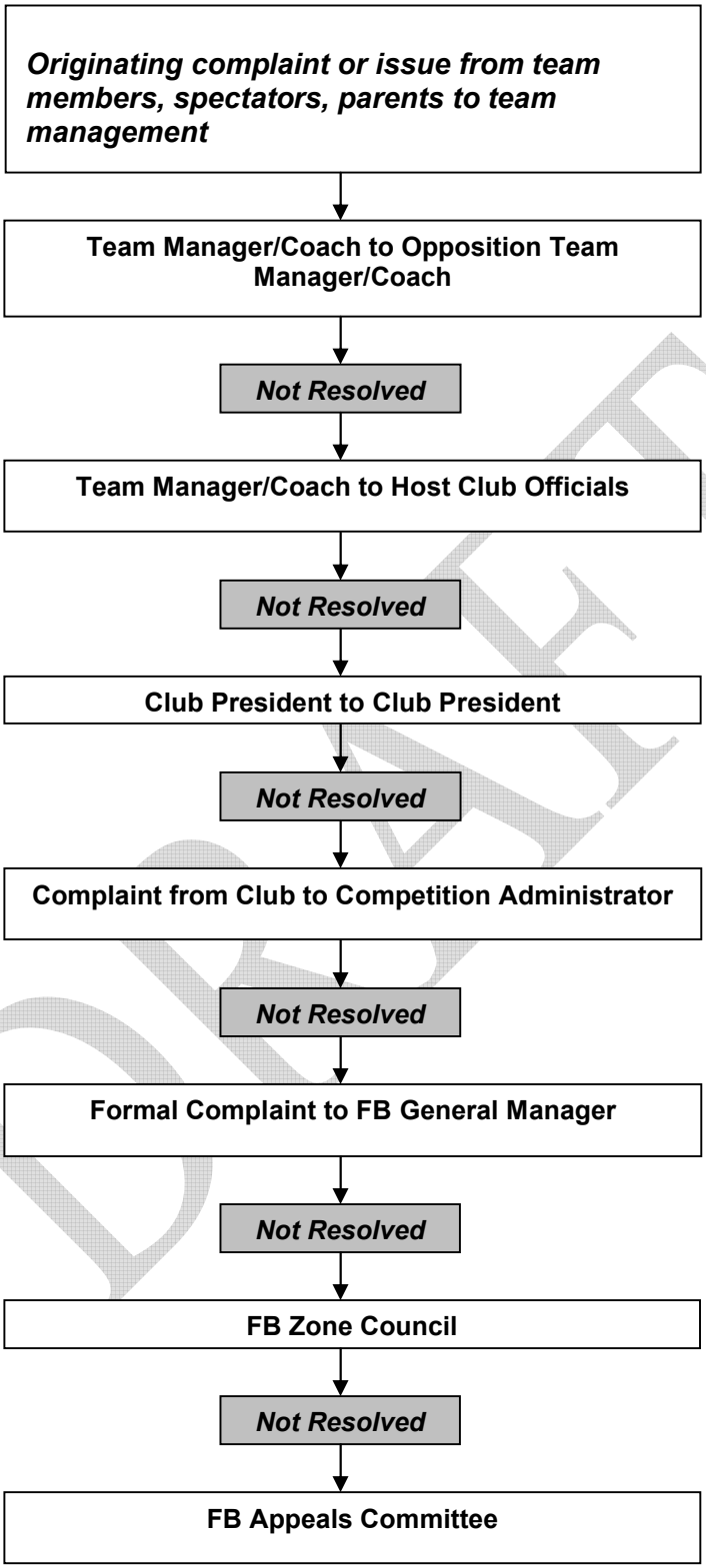
RECOMMENDED PROCESS FOR COMPLAINTS AND/OR ISSUES



DRAFT