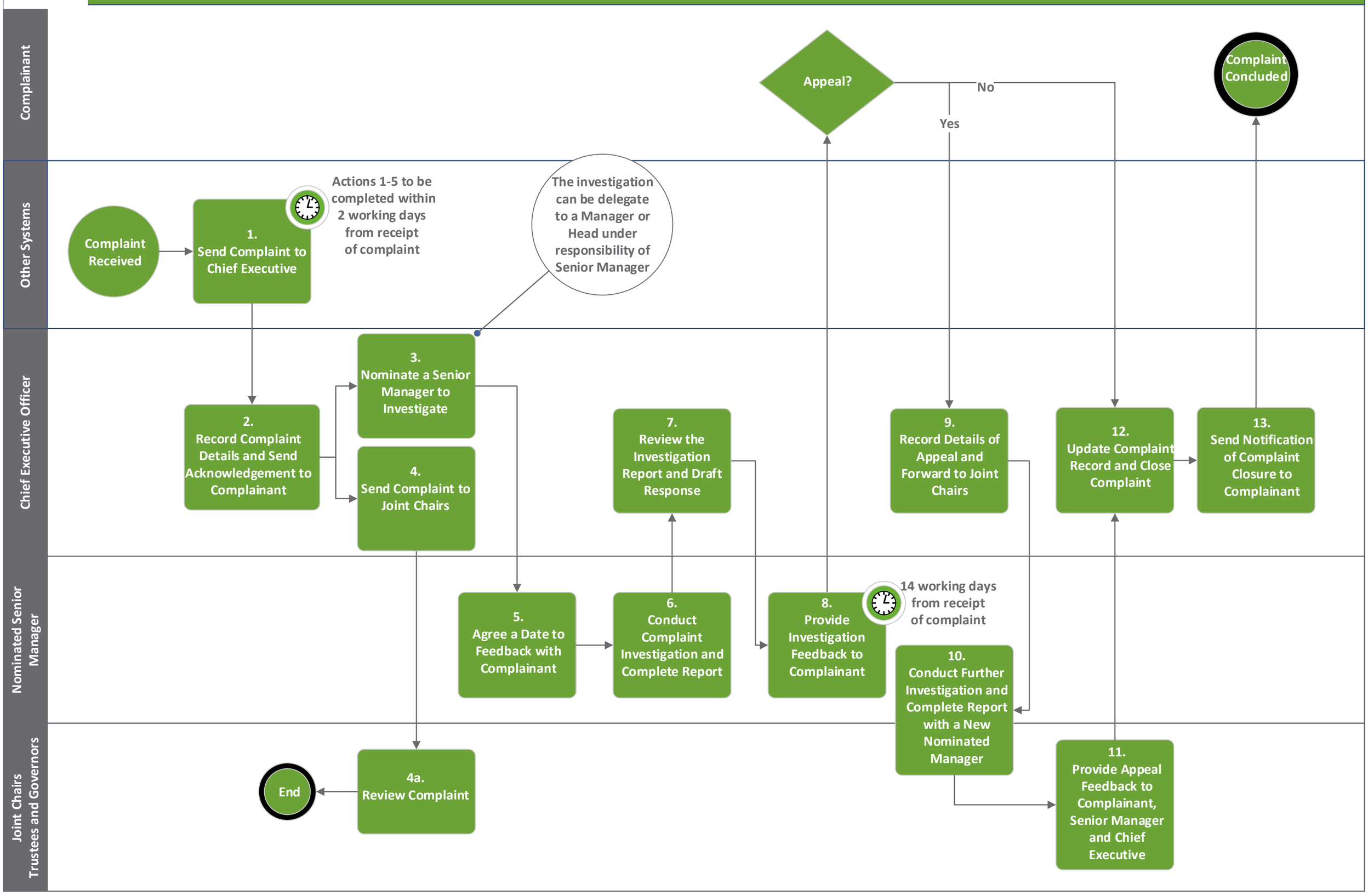PRO-010 Complaints Process (V1.1 Public)