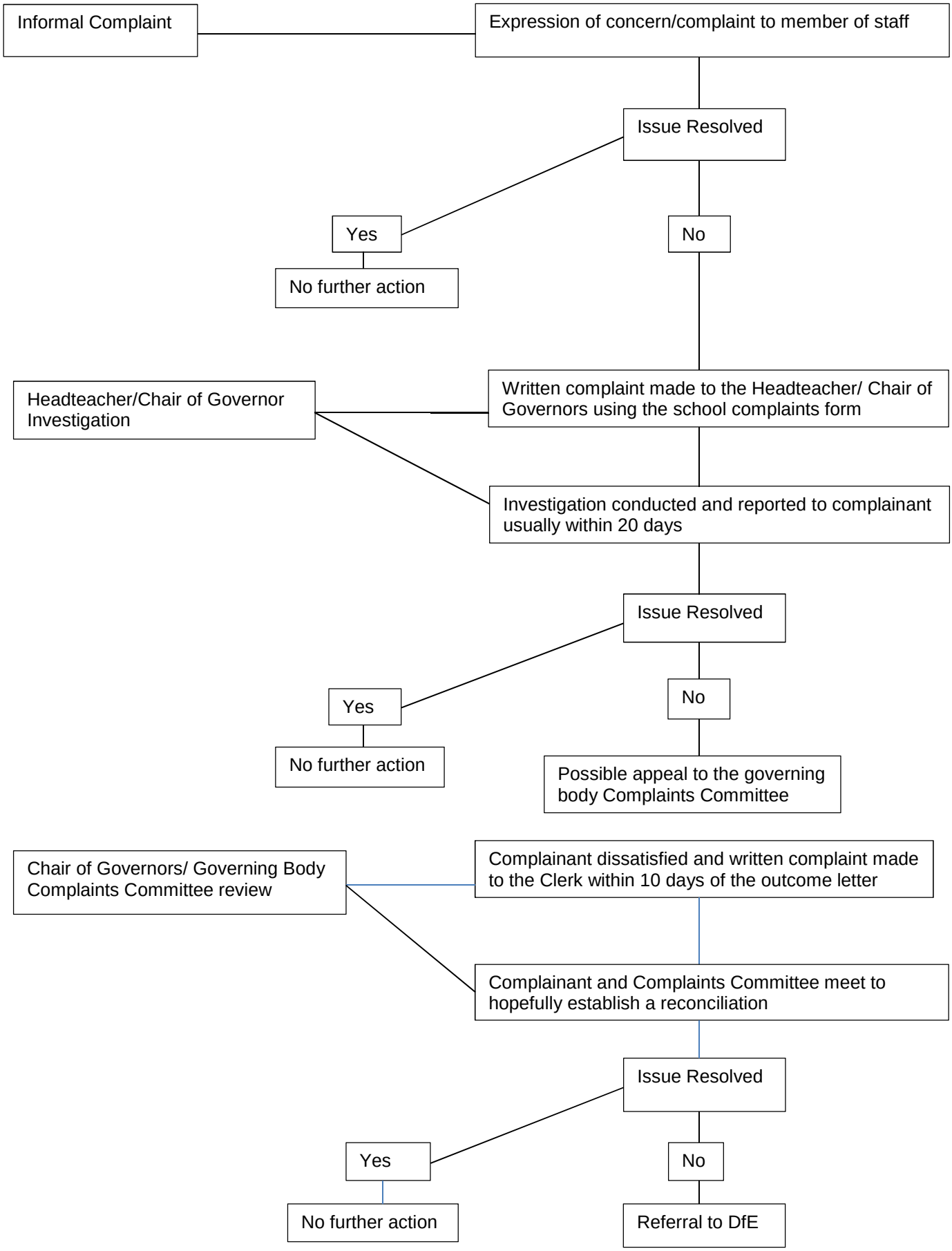Summary of Stages of Complaints Procedure