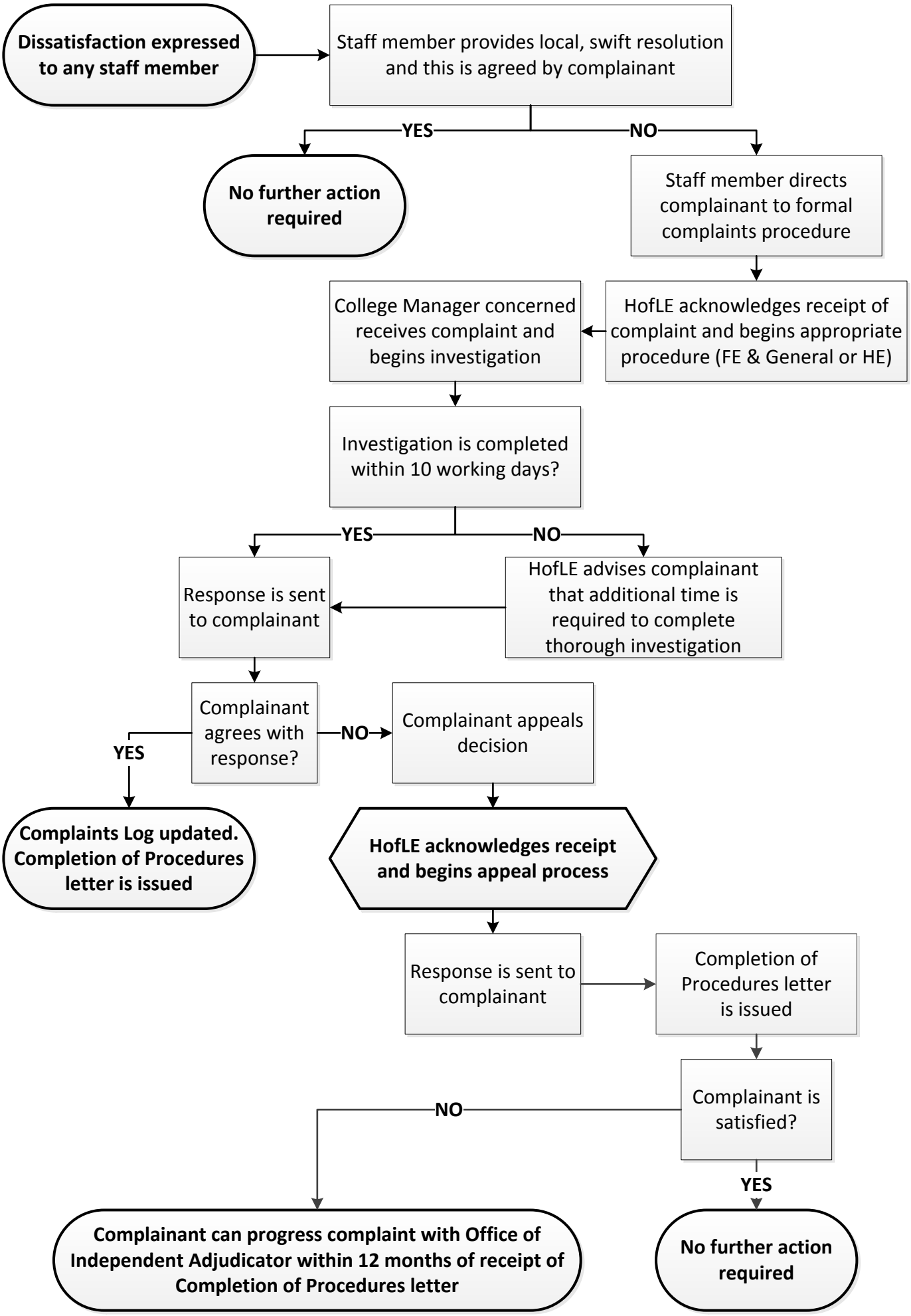Procedure for Complaints – HE