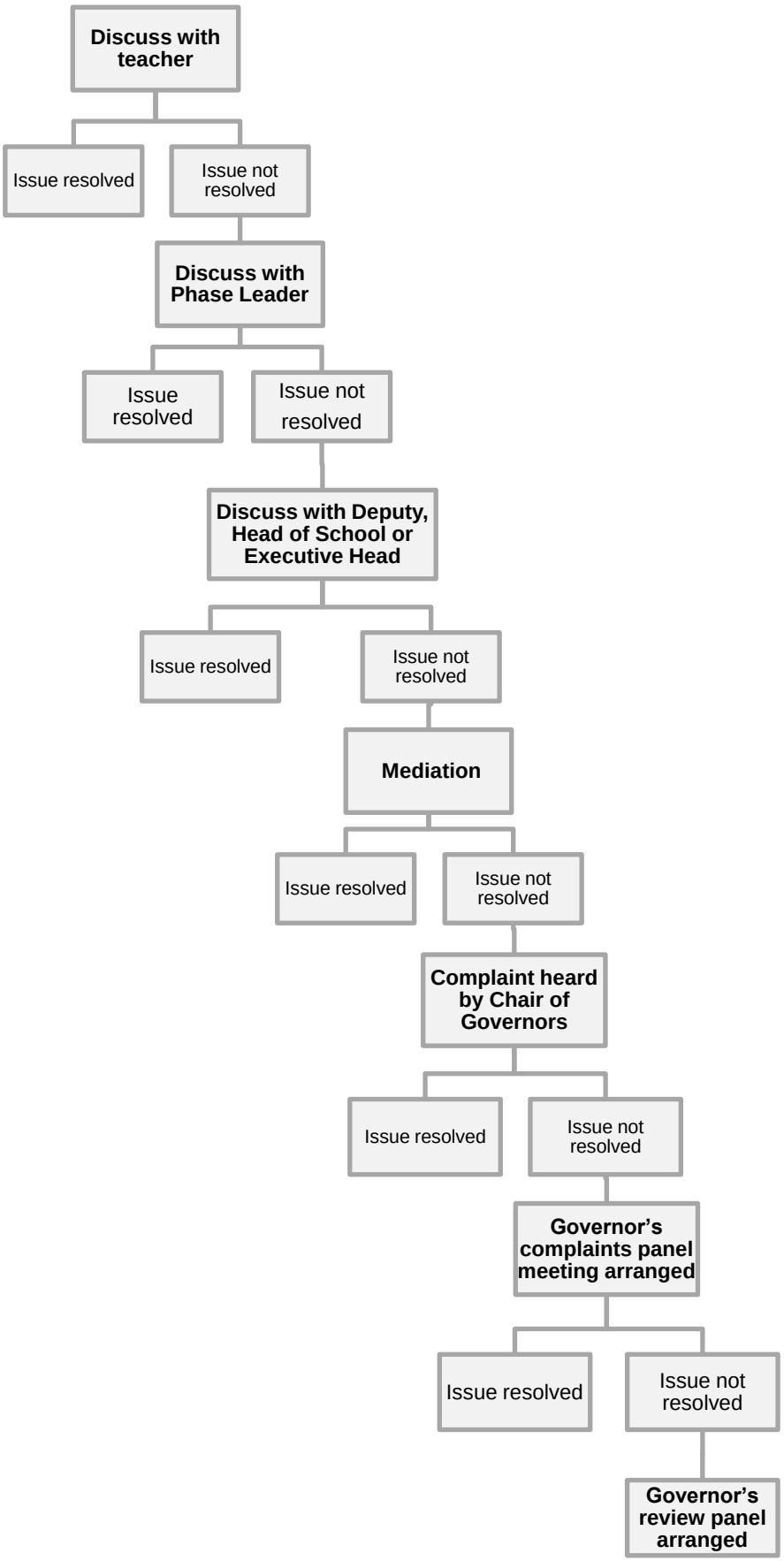Summary of Complaint's Process