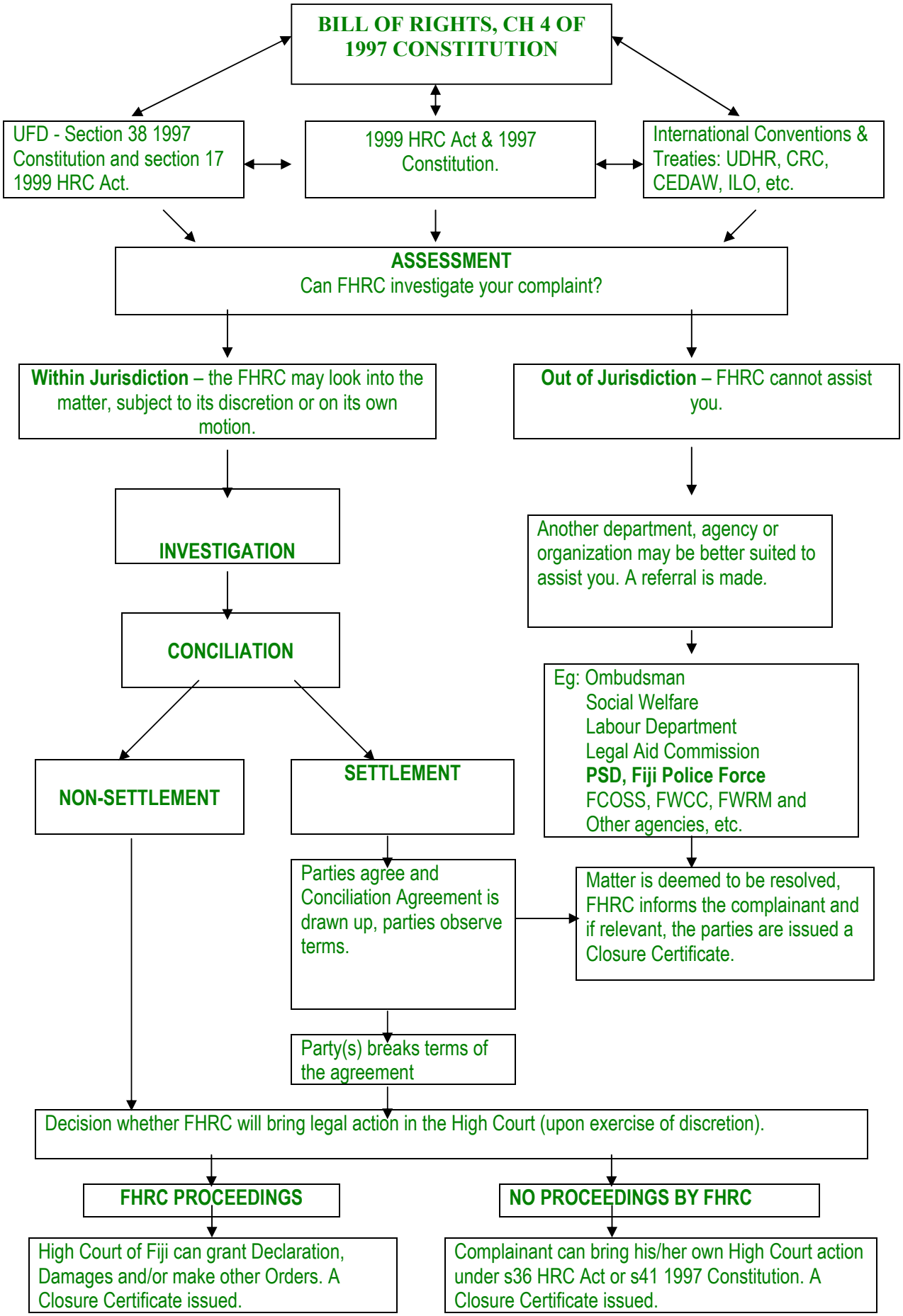WHAT HAPPENS TO YOUR COMPLAINT?