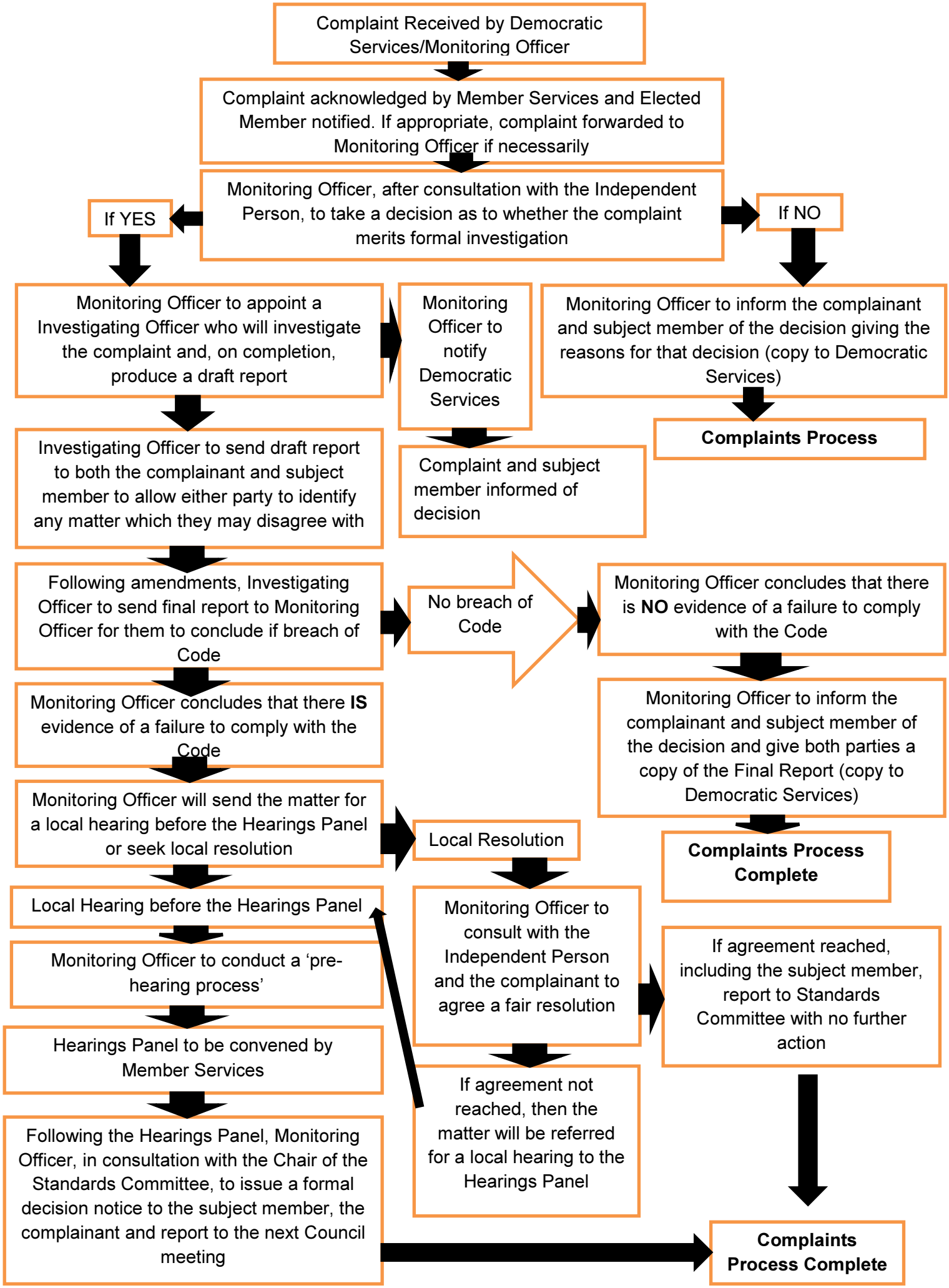STANDARDS COMPLAINTS PROCESS