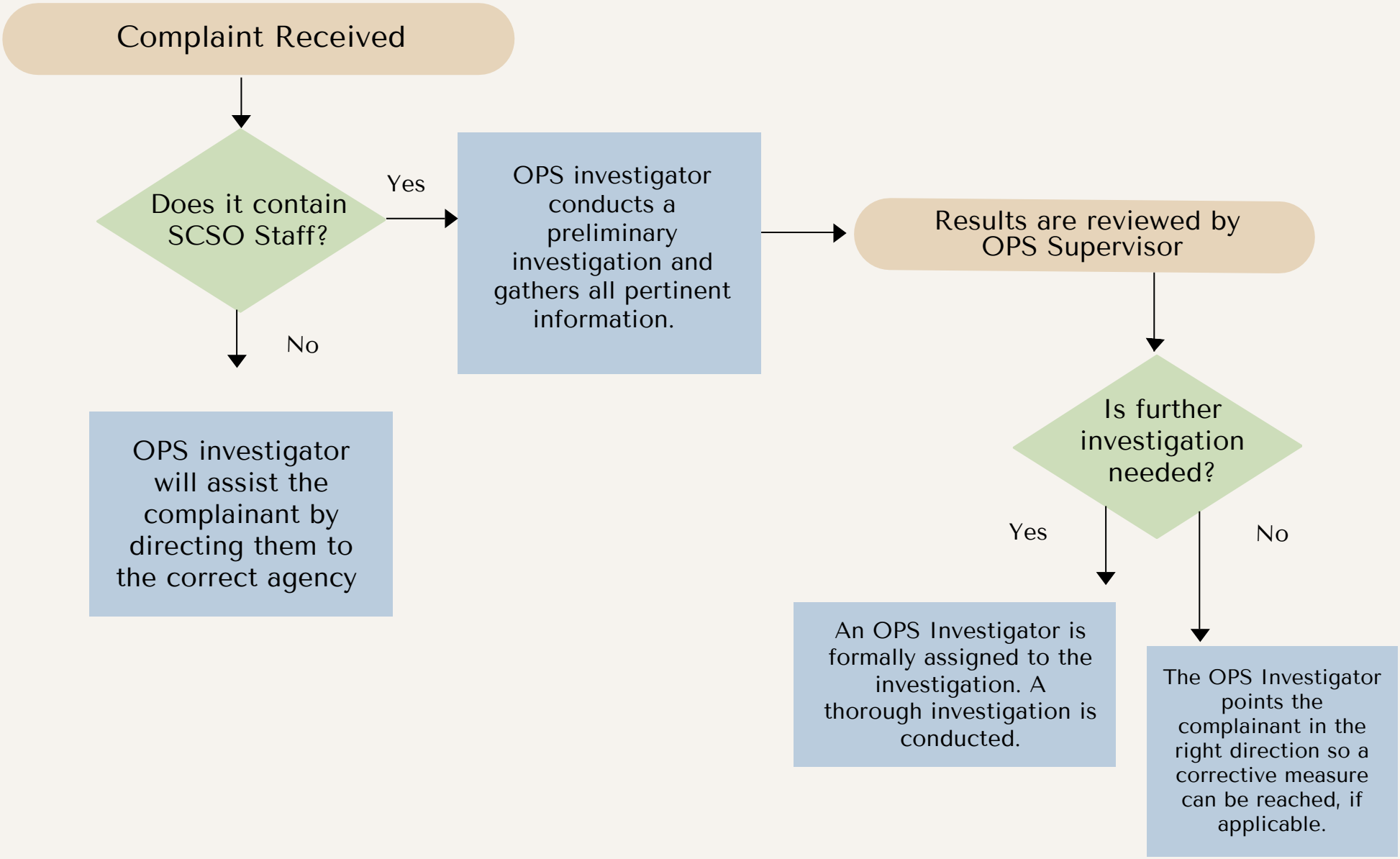OPS COMPLAINT PROCEDURE