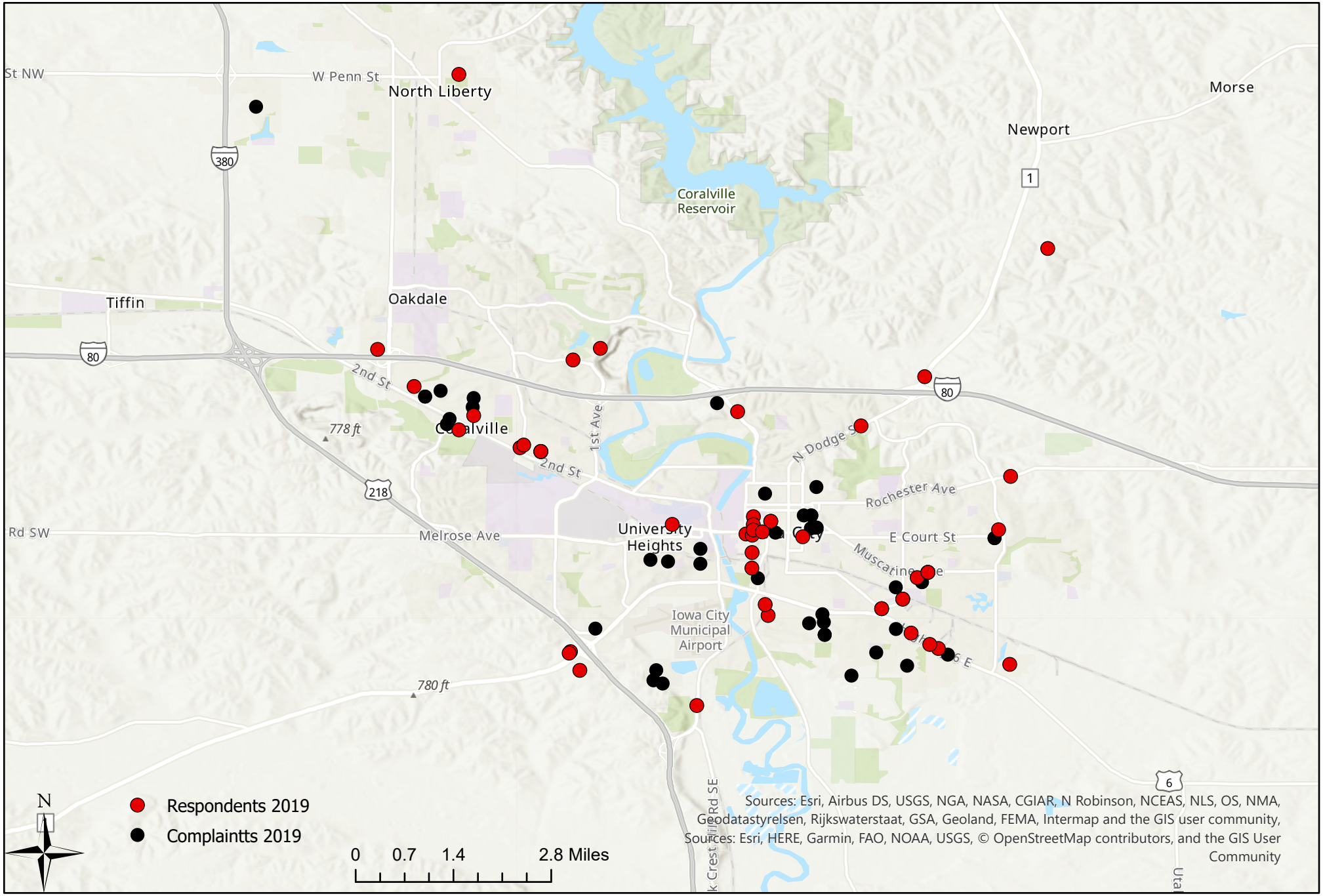Complaints and Respondants