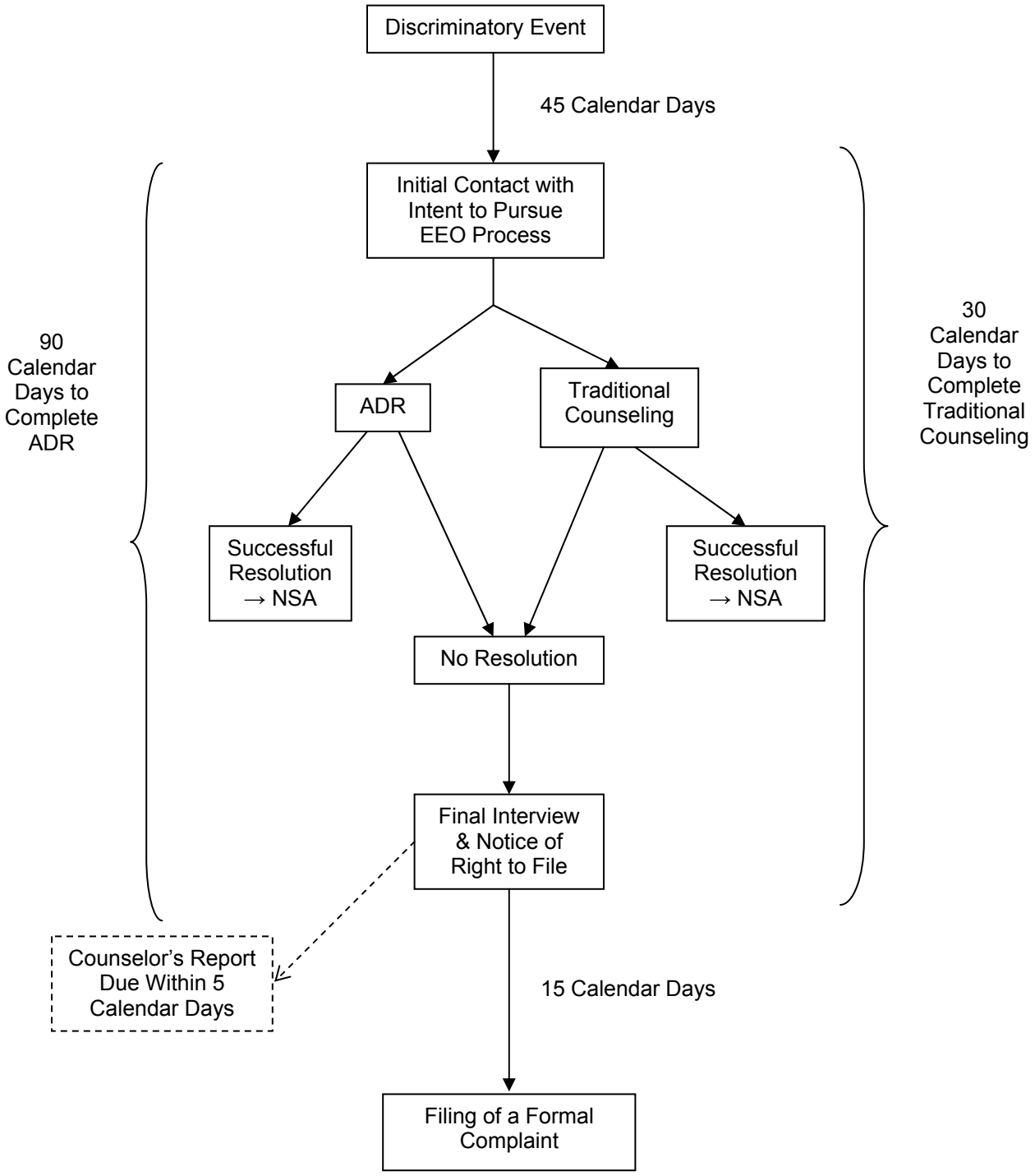The Pre-Complaint Process