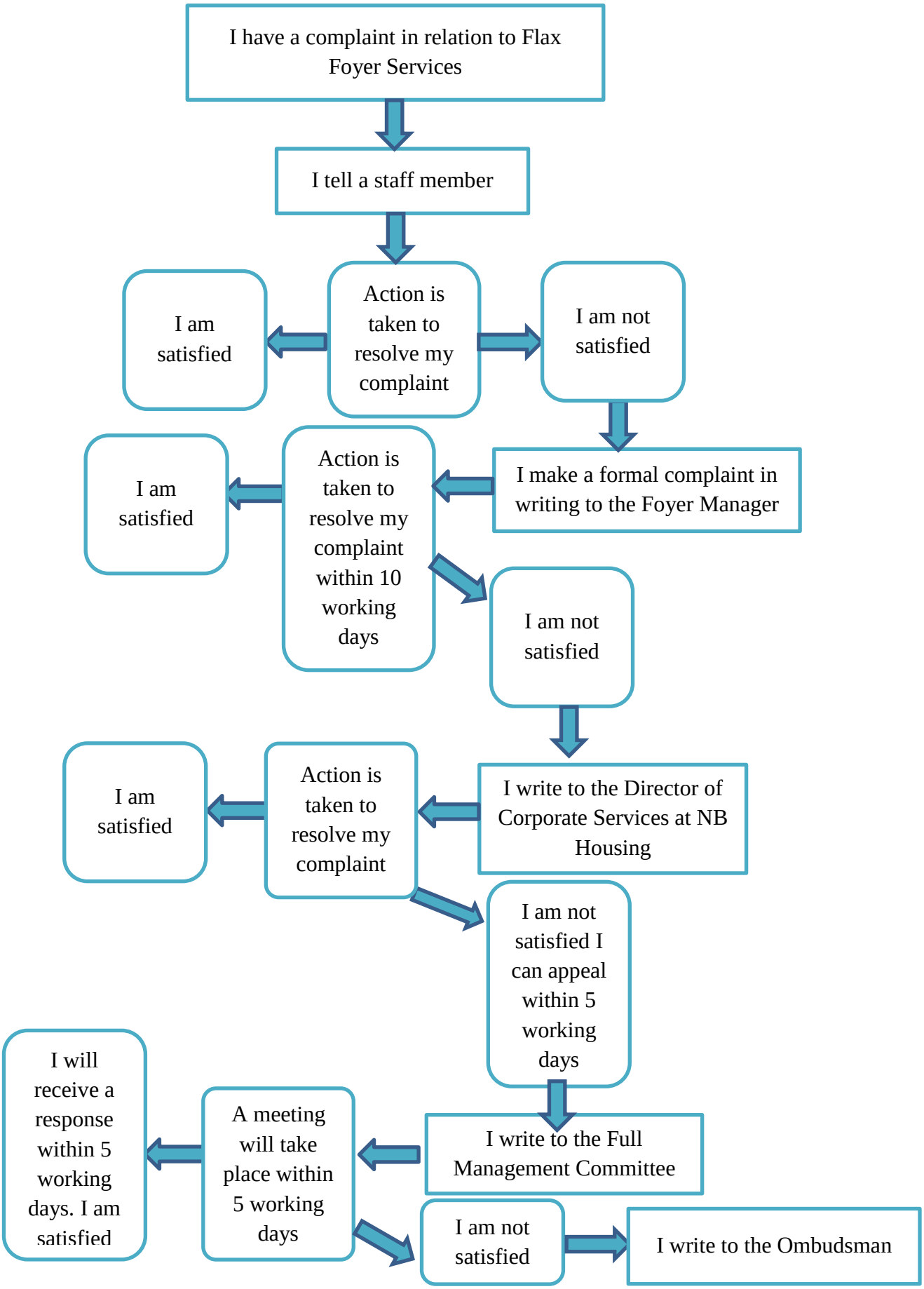FOYER COMPLAINTS PROCESS