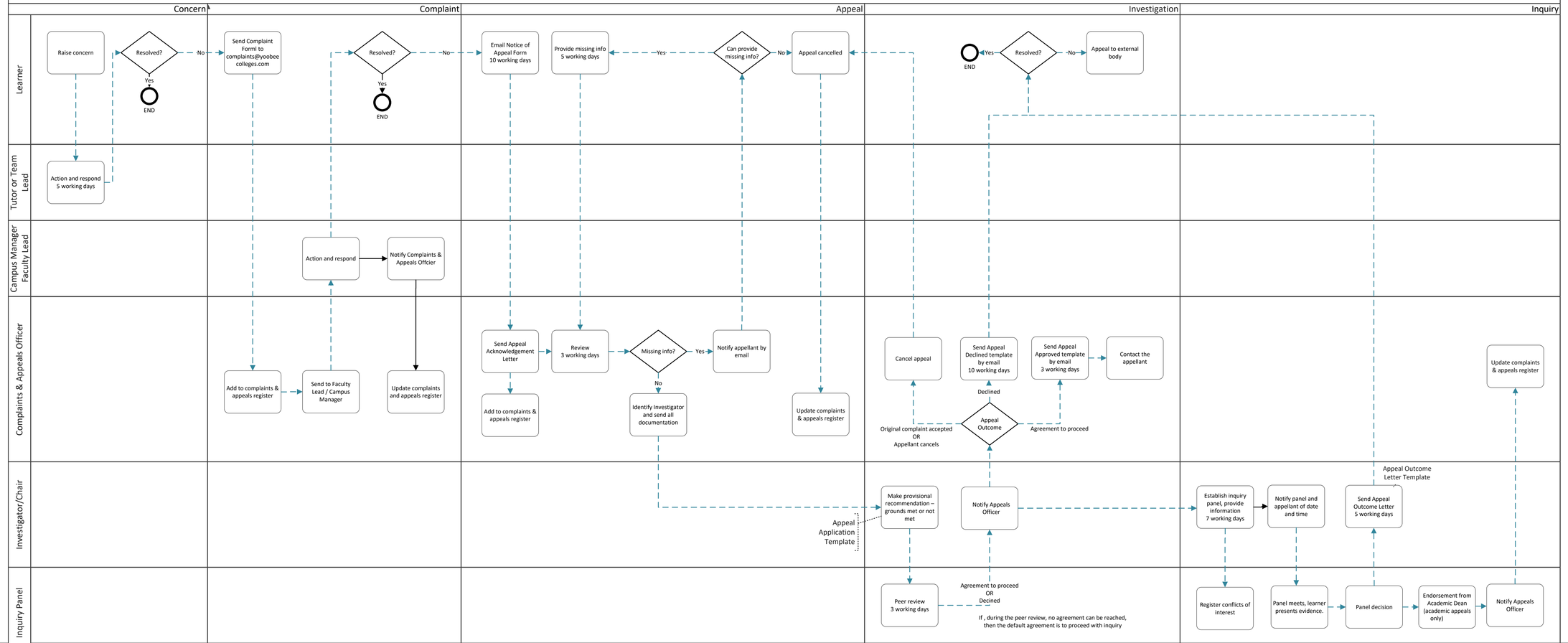Concerns, Complaints, Appeals and Inquiry