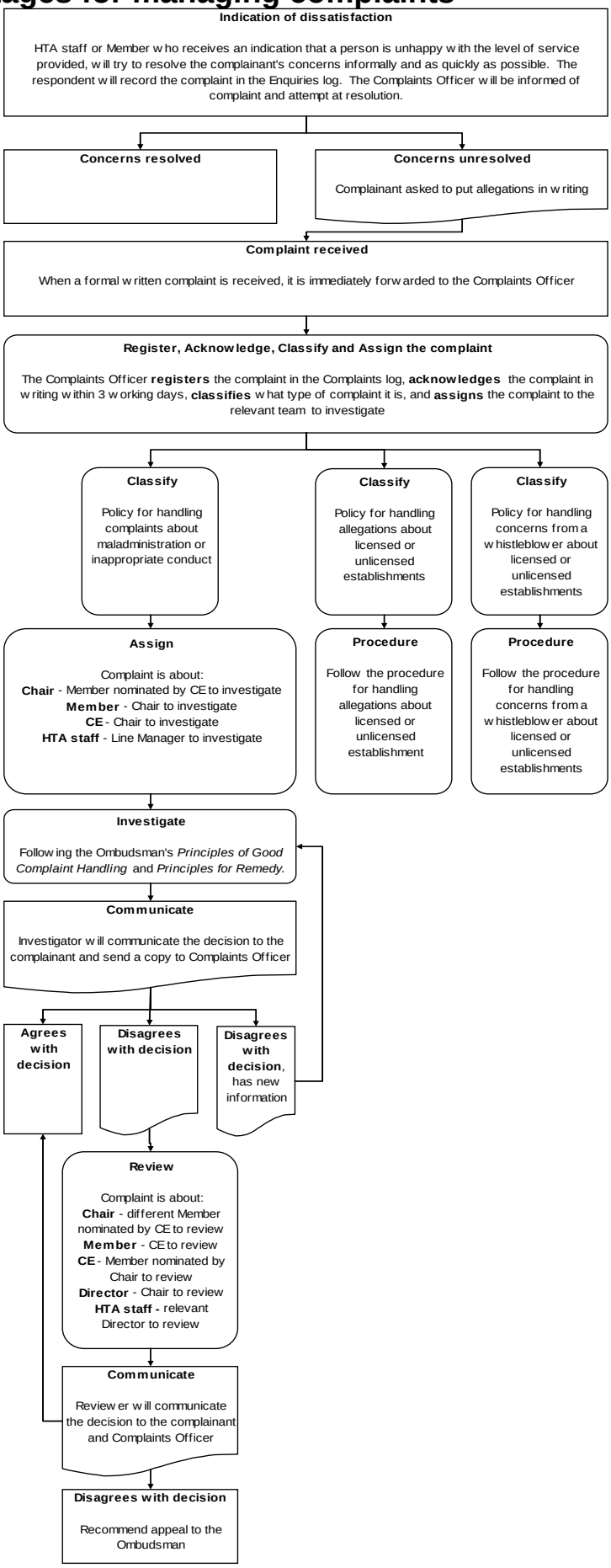Appendix 1: Stages for managing complaints