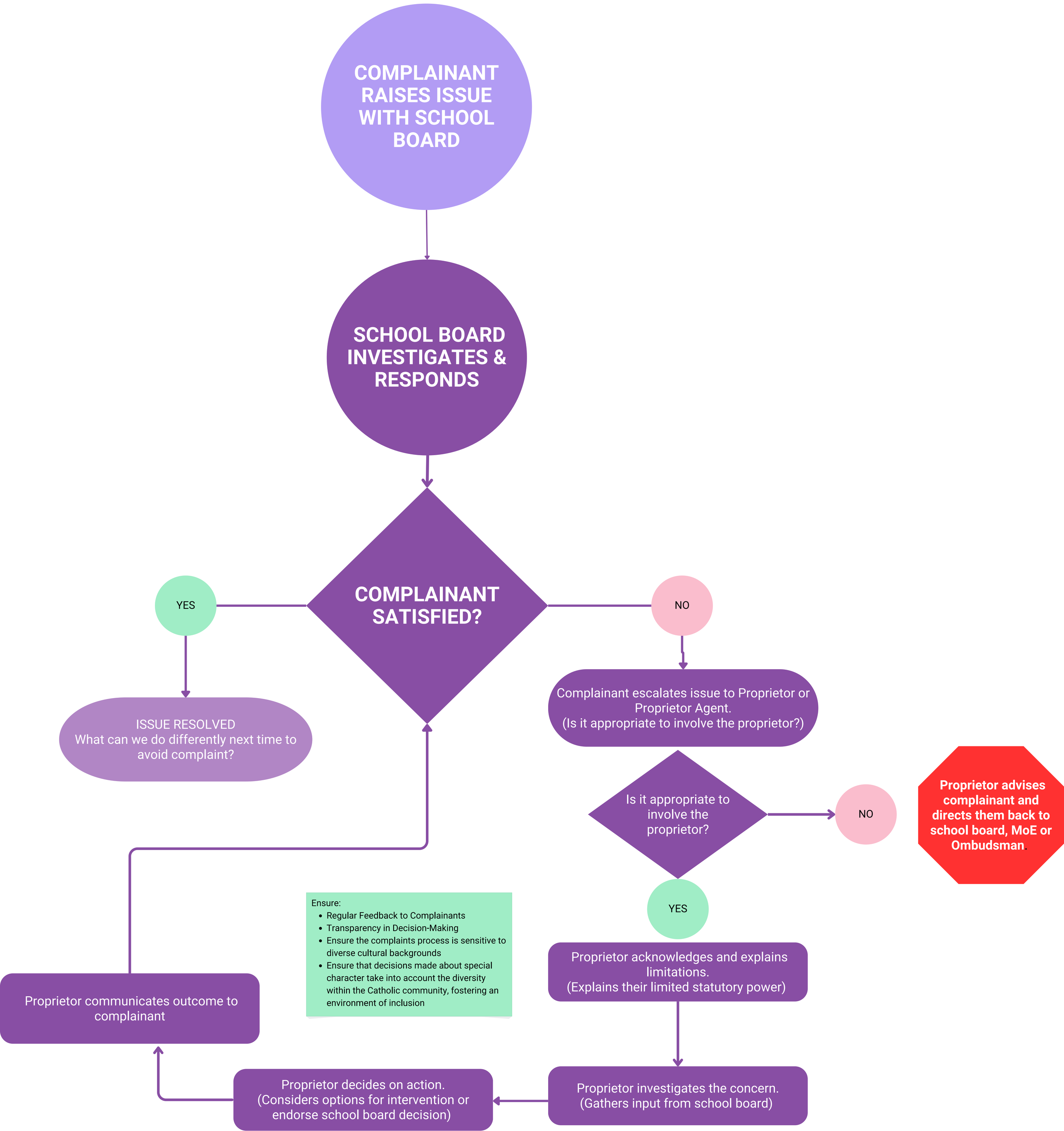PROPRIETOR COMPLAINT PROCESS