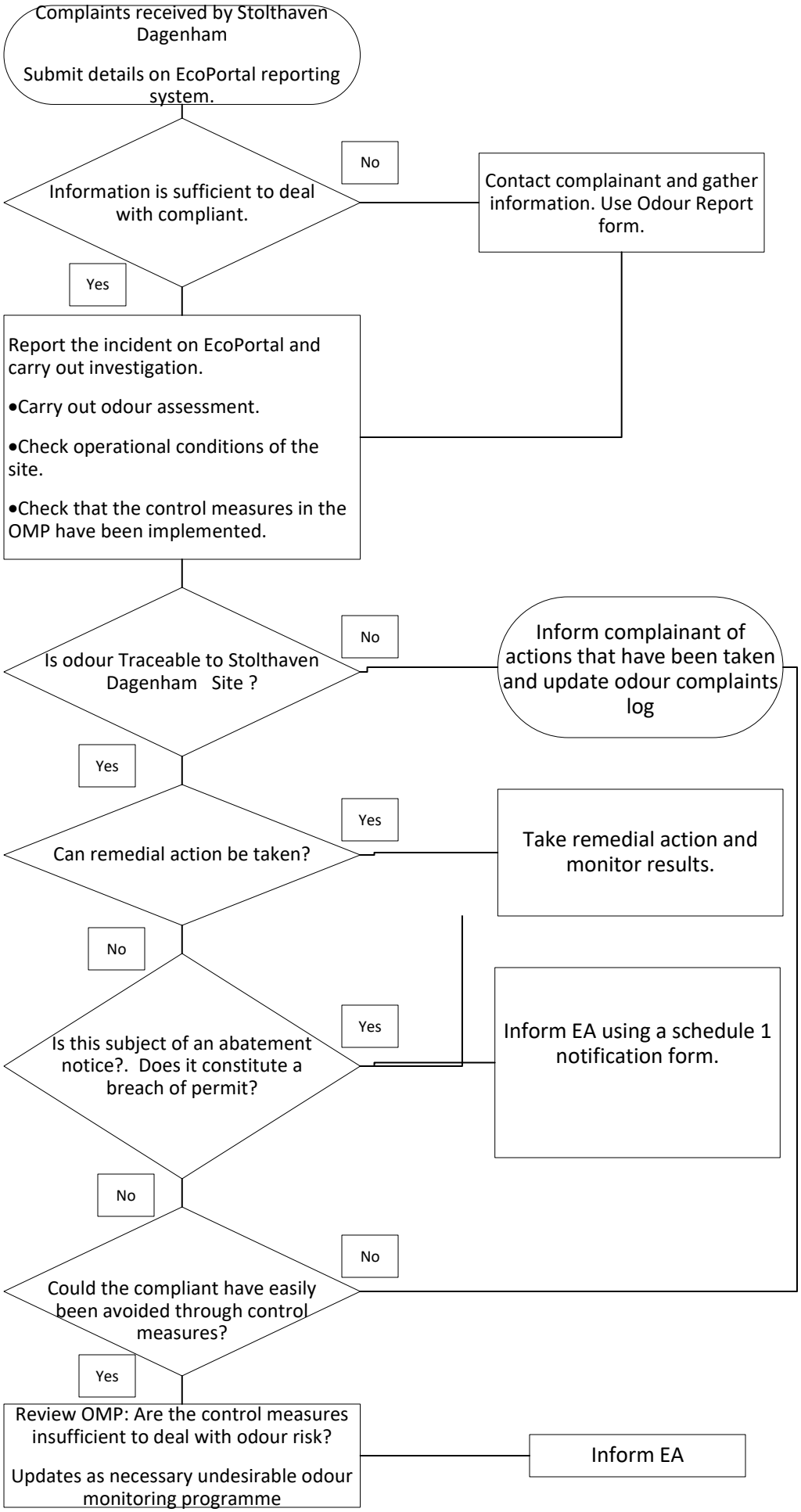# Oduor Complaint Procedure