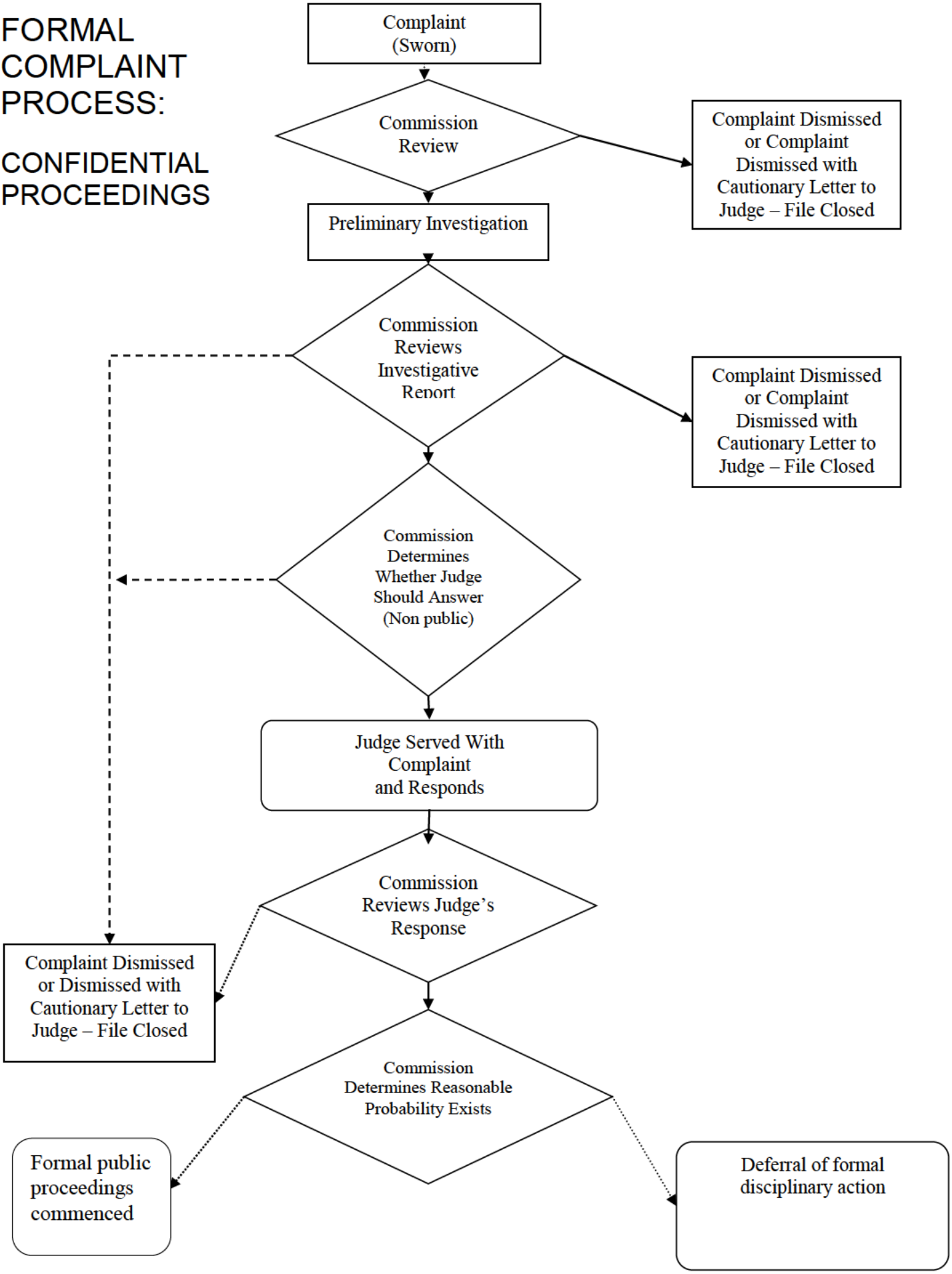
FORMAL COMPLAINT PROCESS:

CONFIDENTIAL PROCEEDINGS