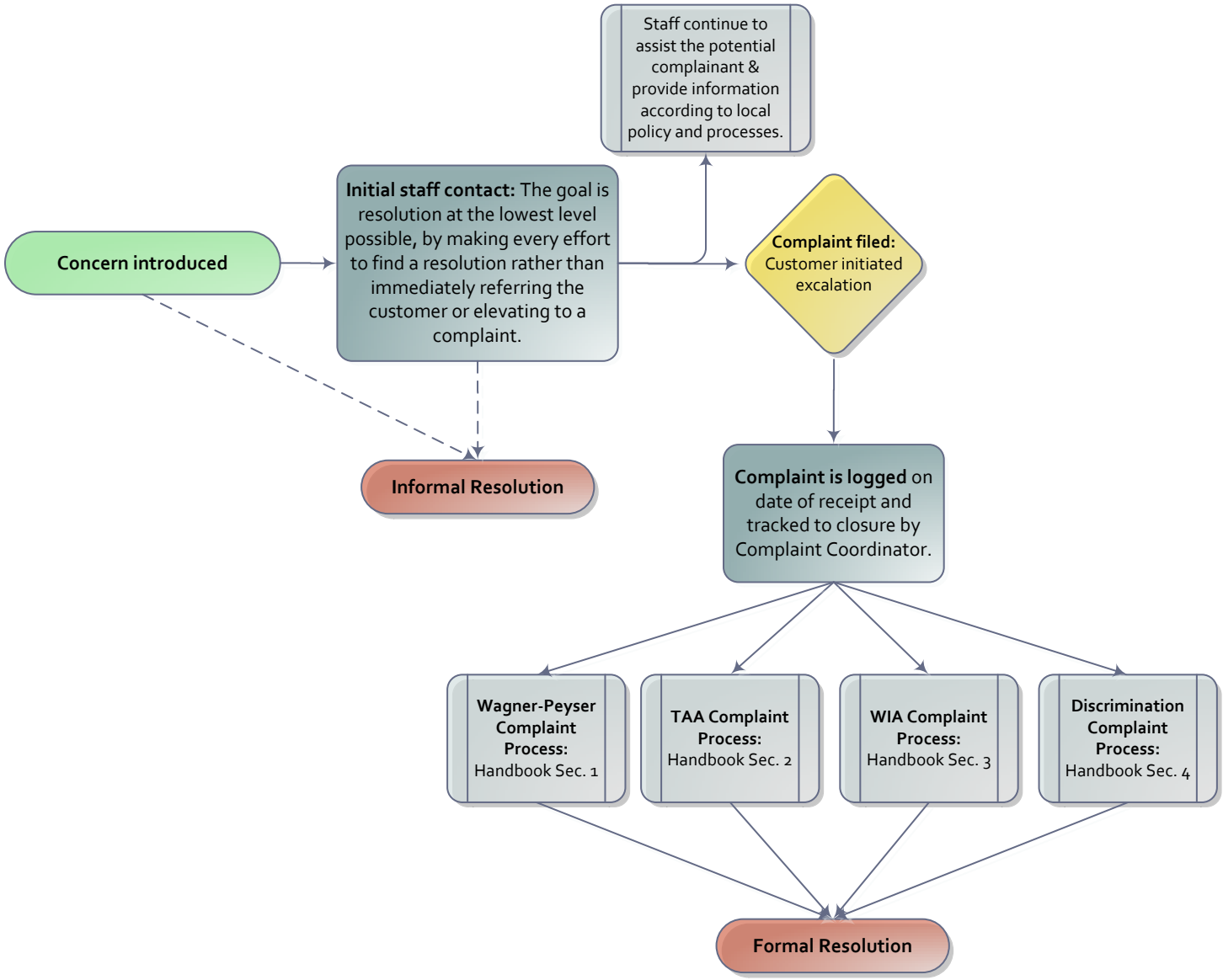Coordinated Concern and Complaint Resolution Process