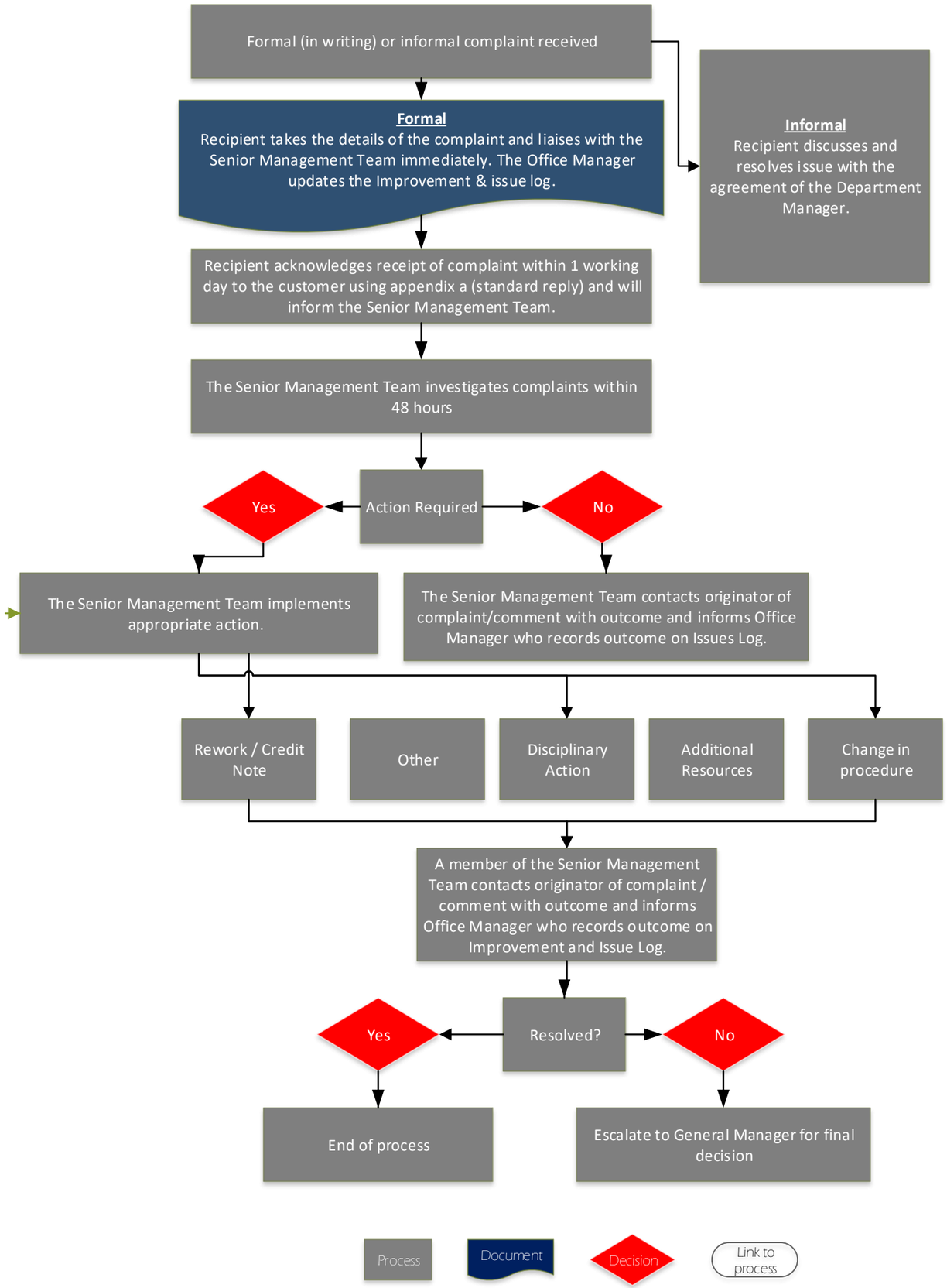MTL COMPLAINTS PROCESS