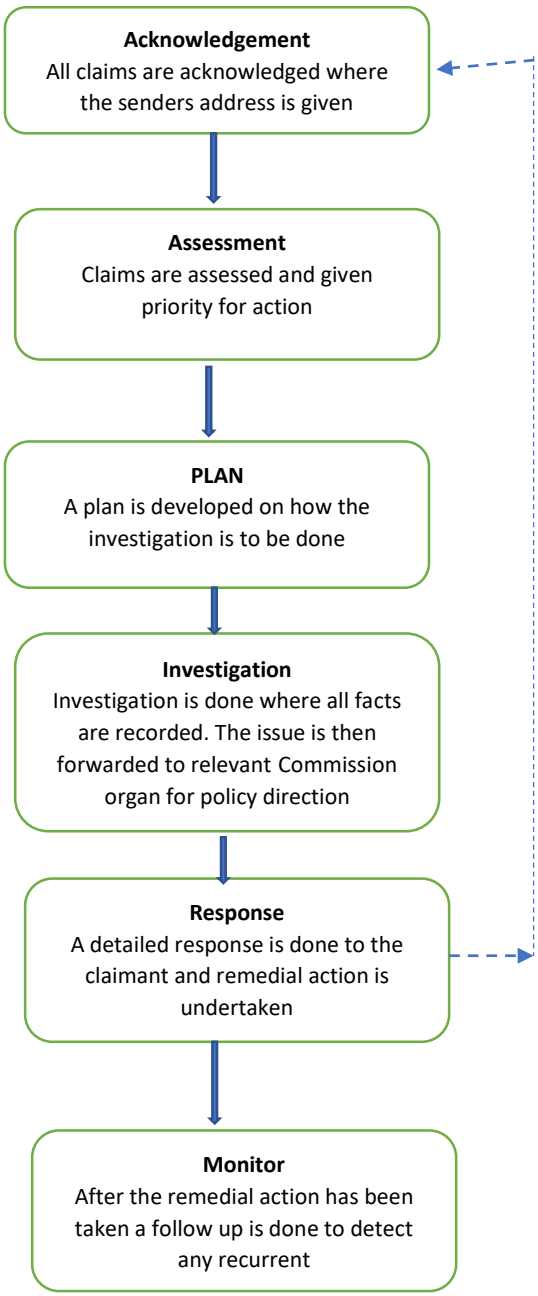KLRC COMPLAINTS HANDLING PROCESS