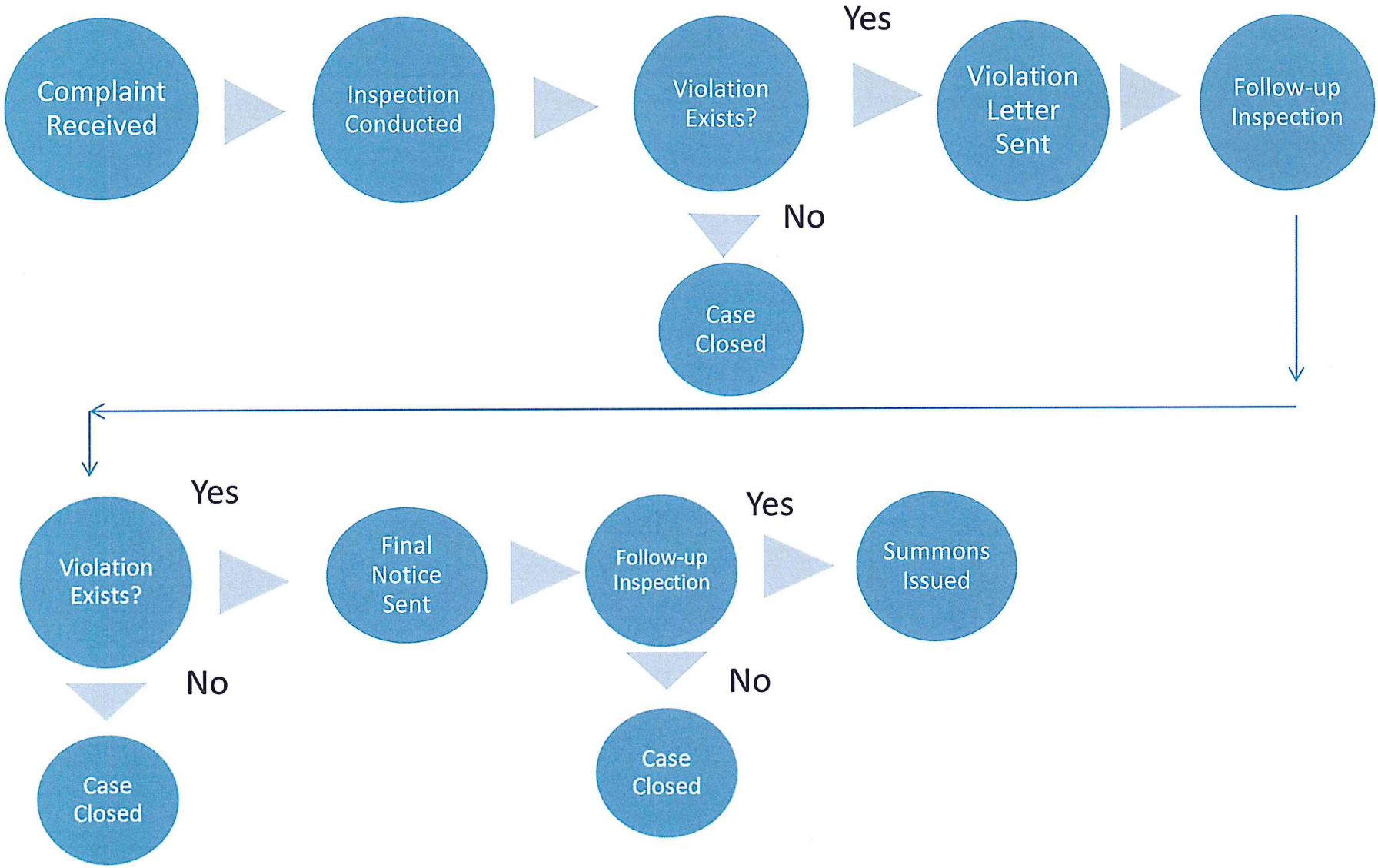

Anatomy of a Complaint