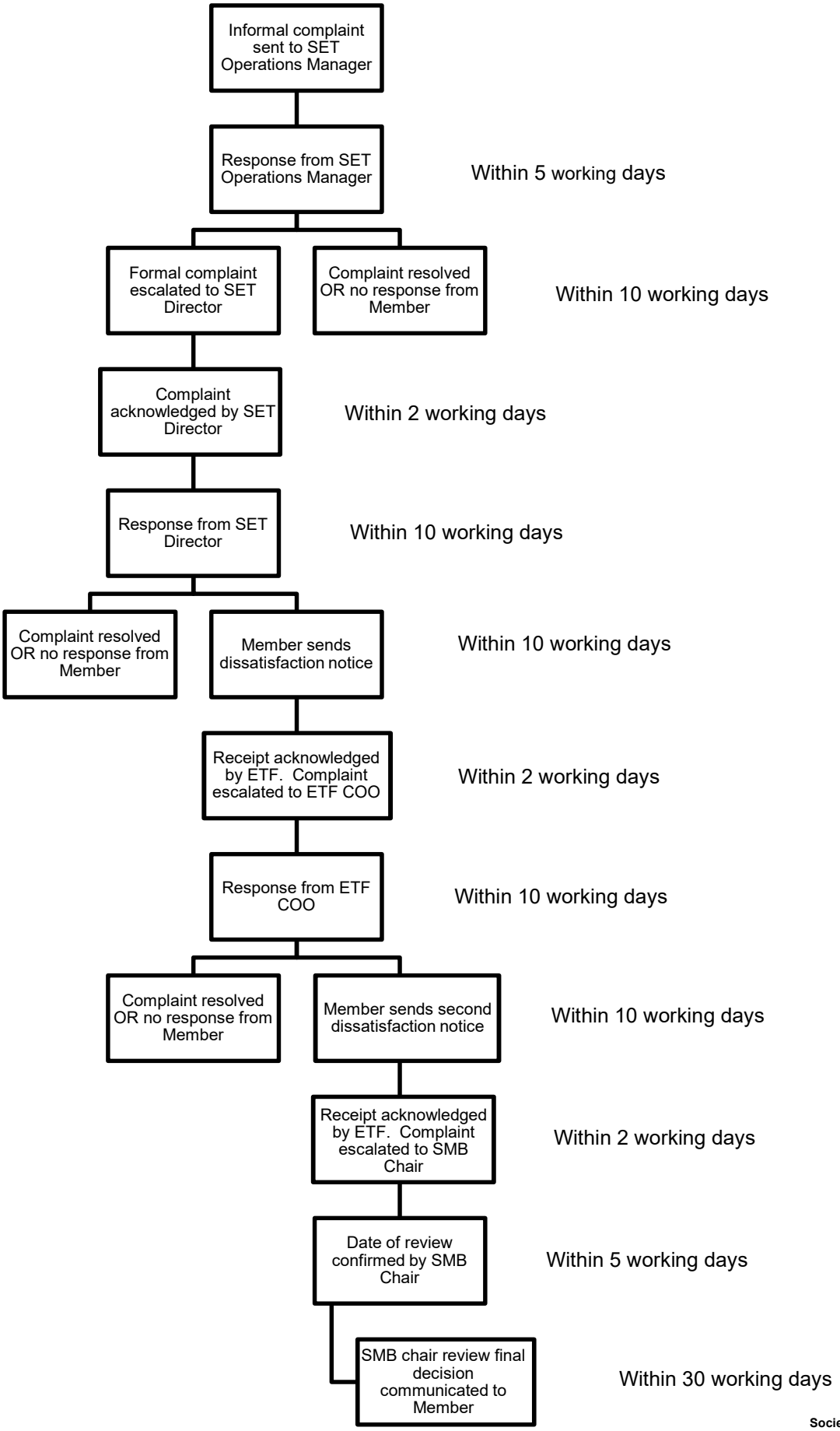Complaints and Appeals Policy Timeline