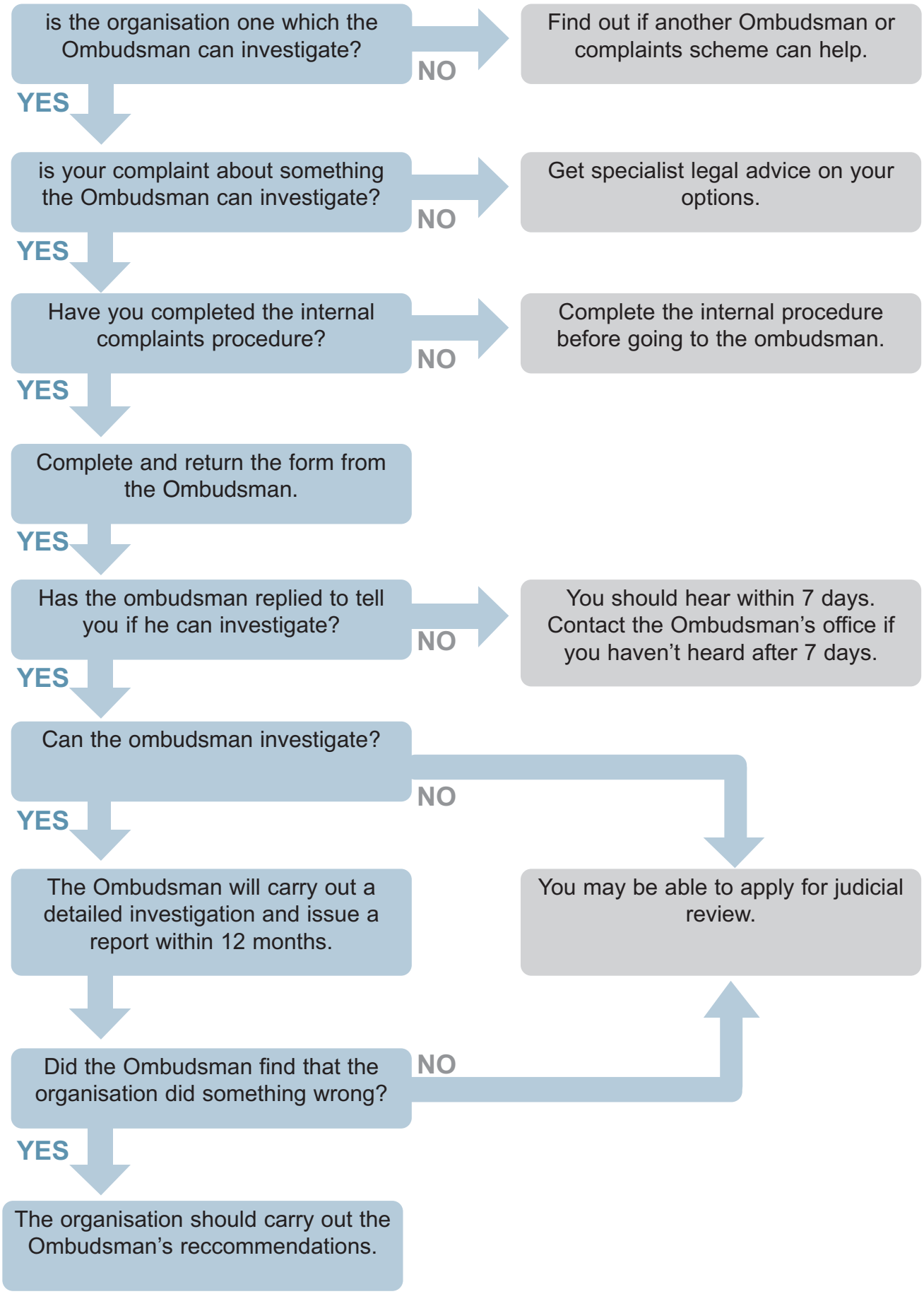Ombudsman Complaints