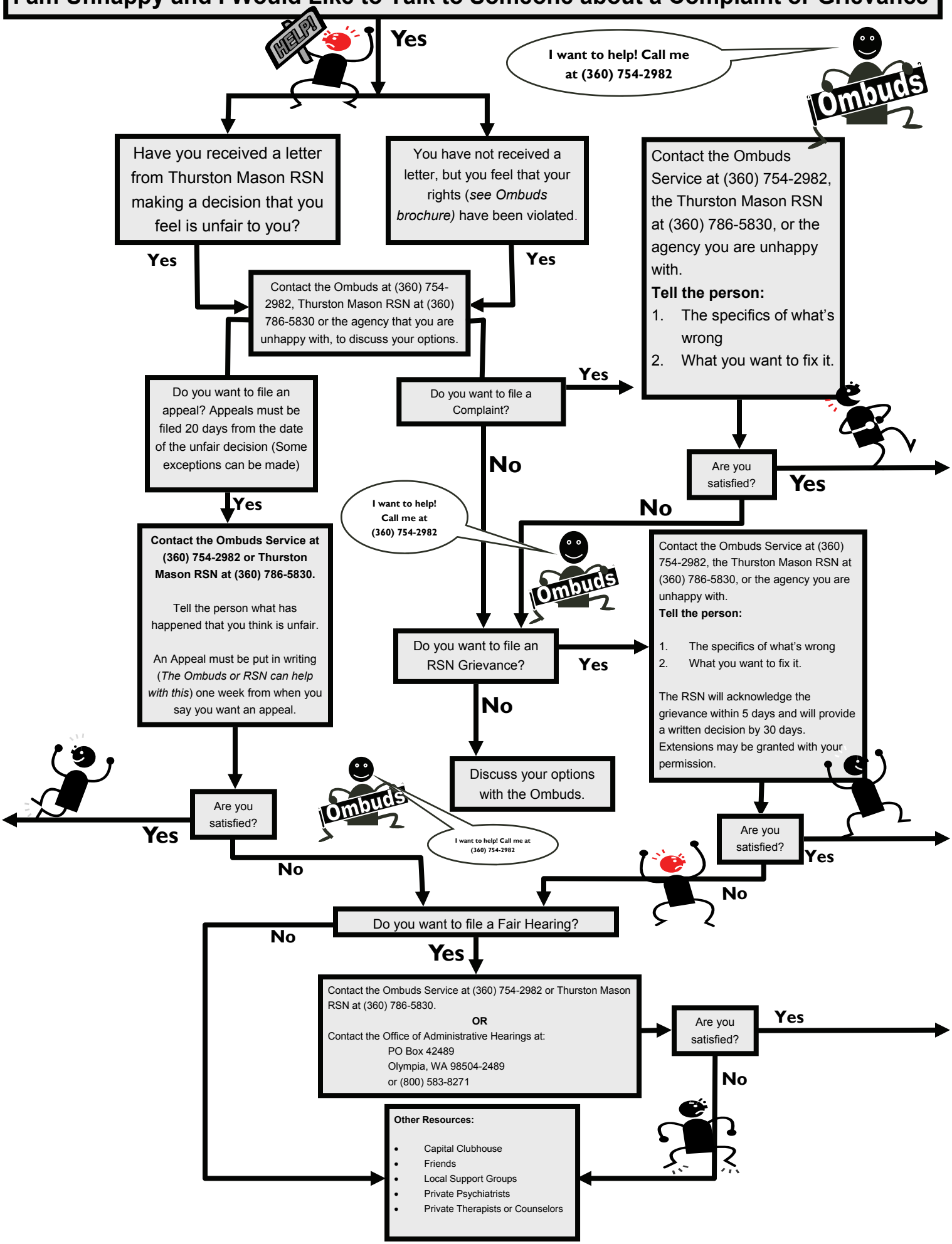I am Unhappy and I Would Like to Talk to Someone about a Complaint or Grievance