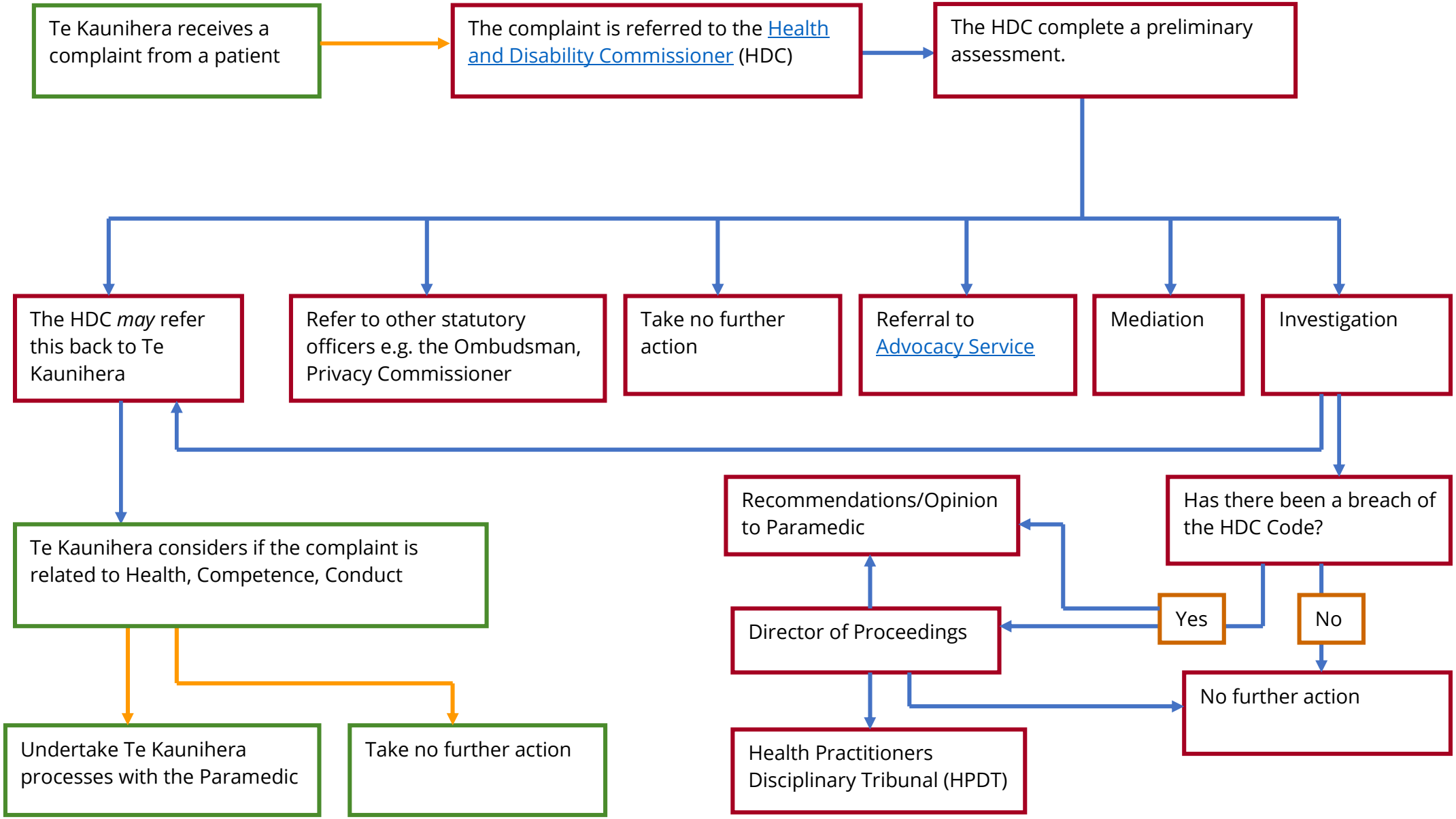Process for complaints received by patients/health consumers