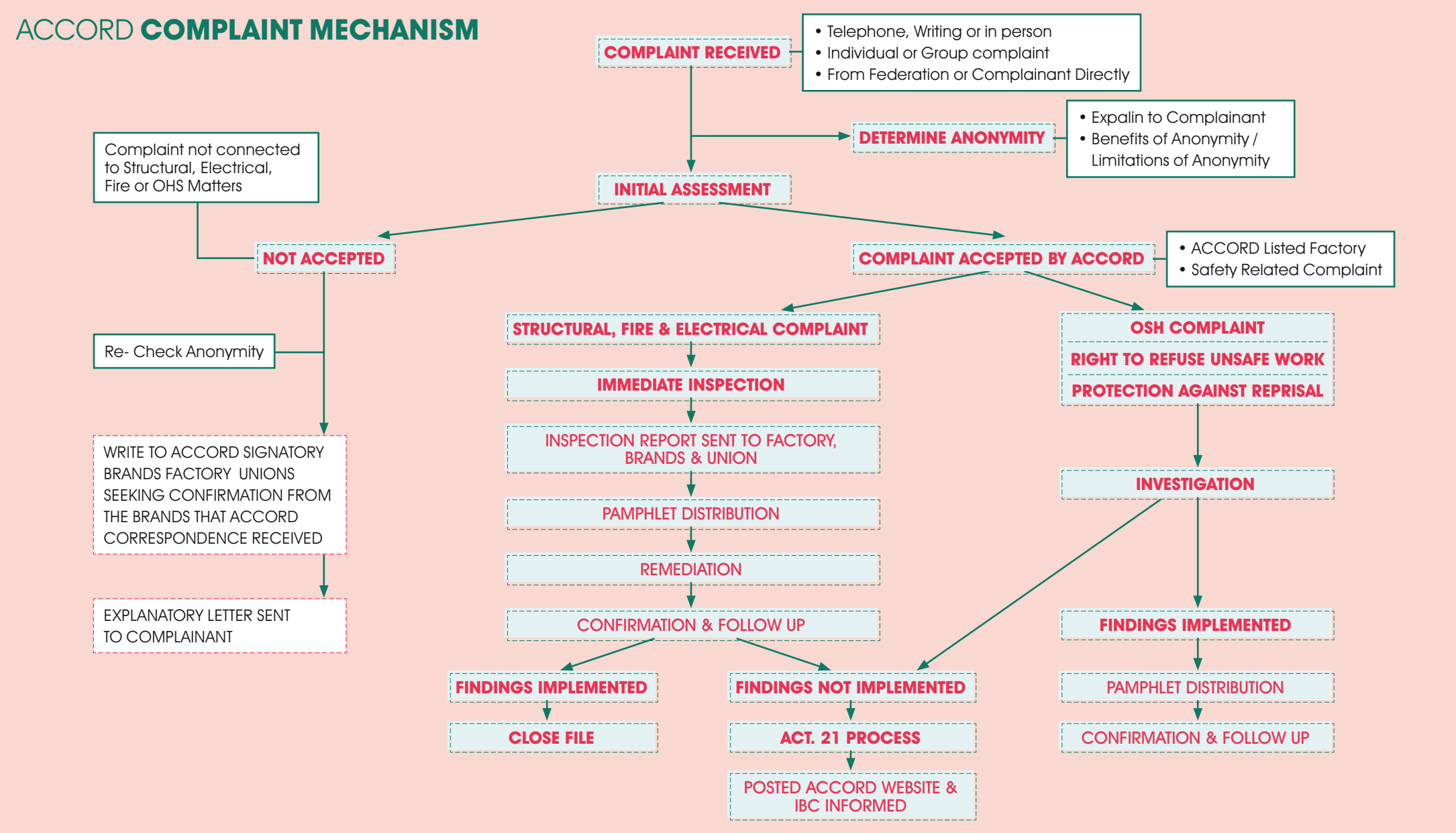ACCORD **COMPLAINT MECHANISM**