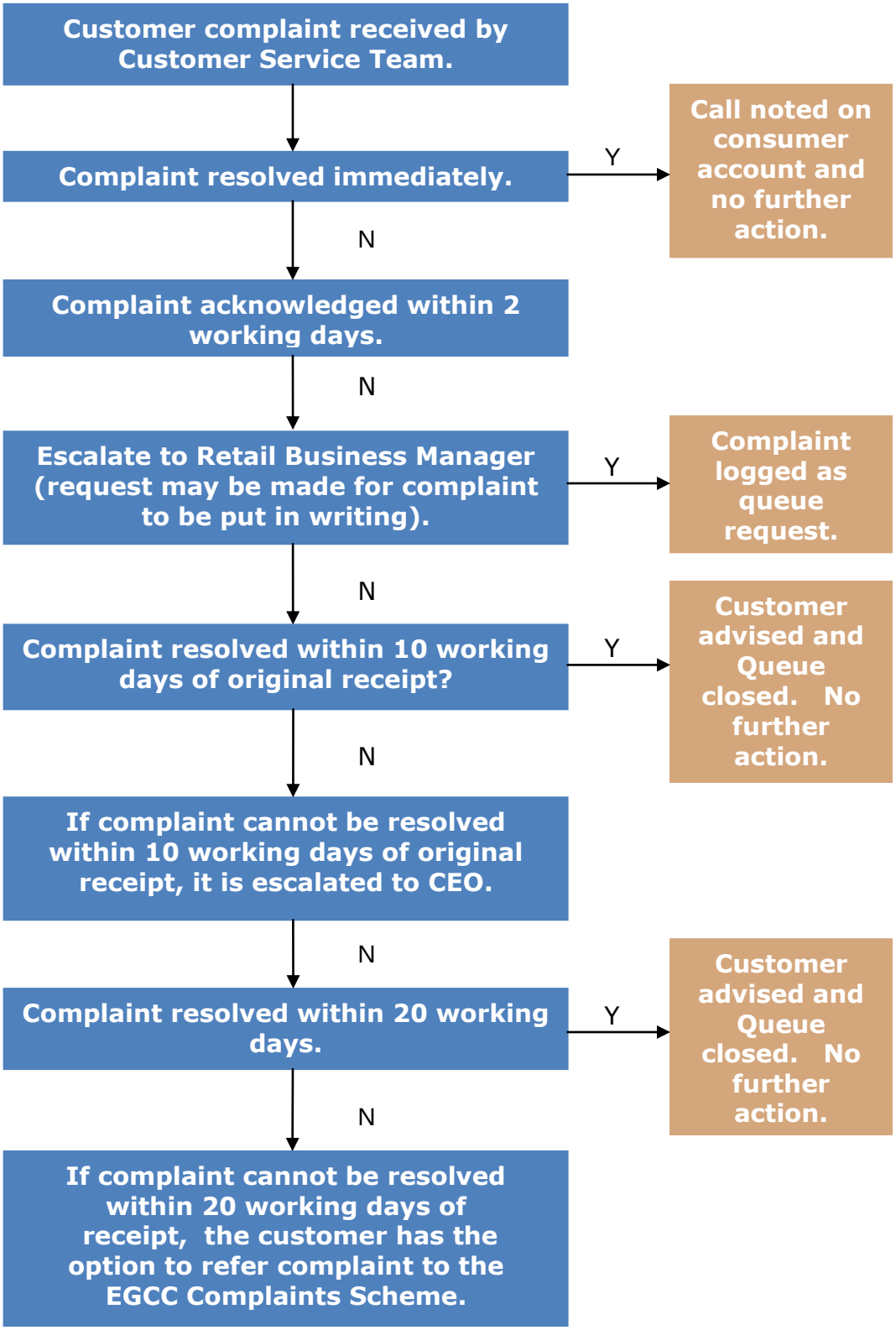KCE INTERNAL COMPLAINTS SCHEME