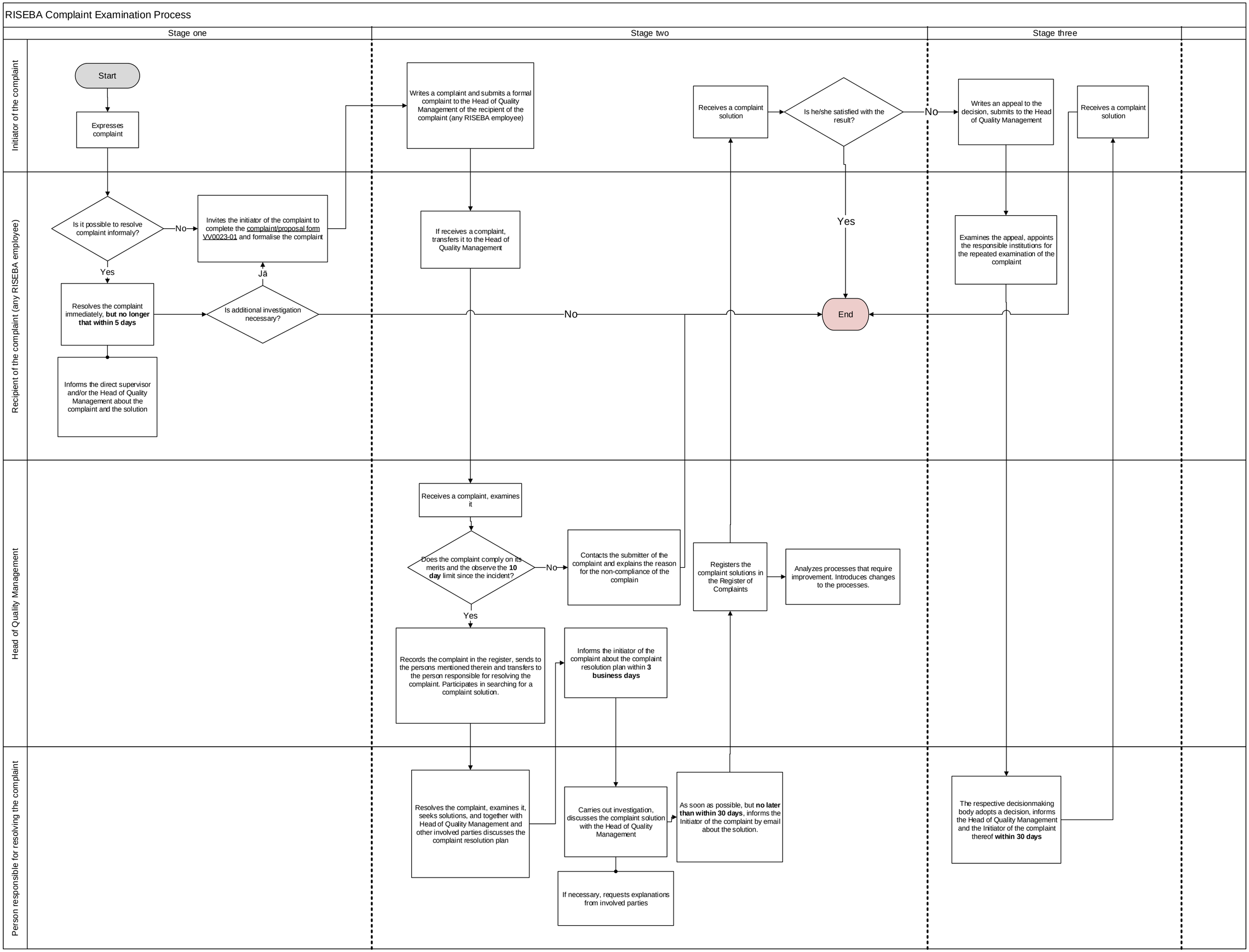RISEBA Complaint Examination Process