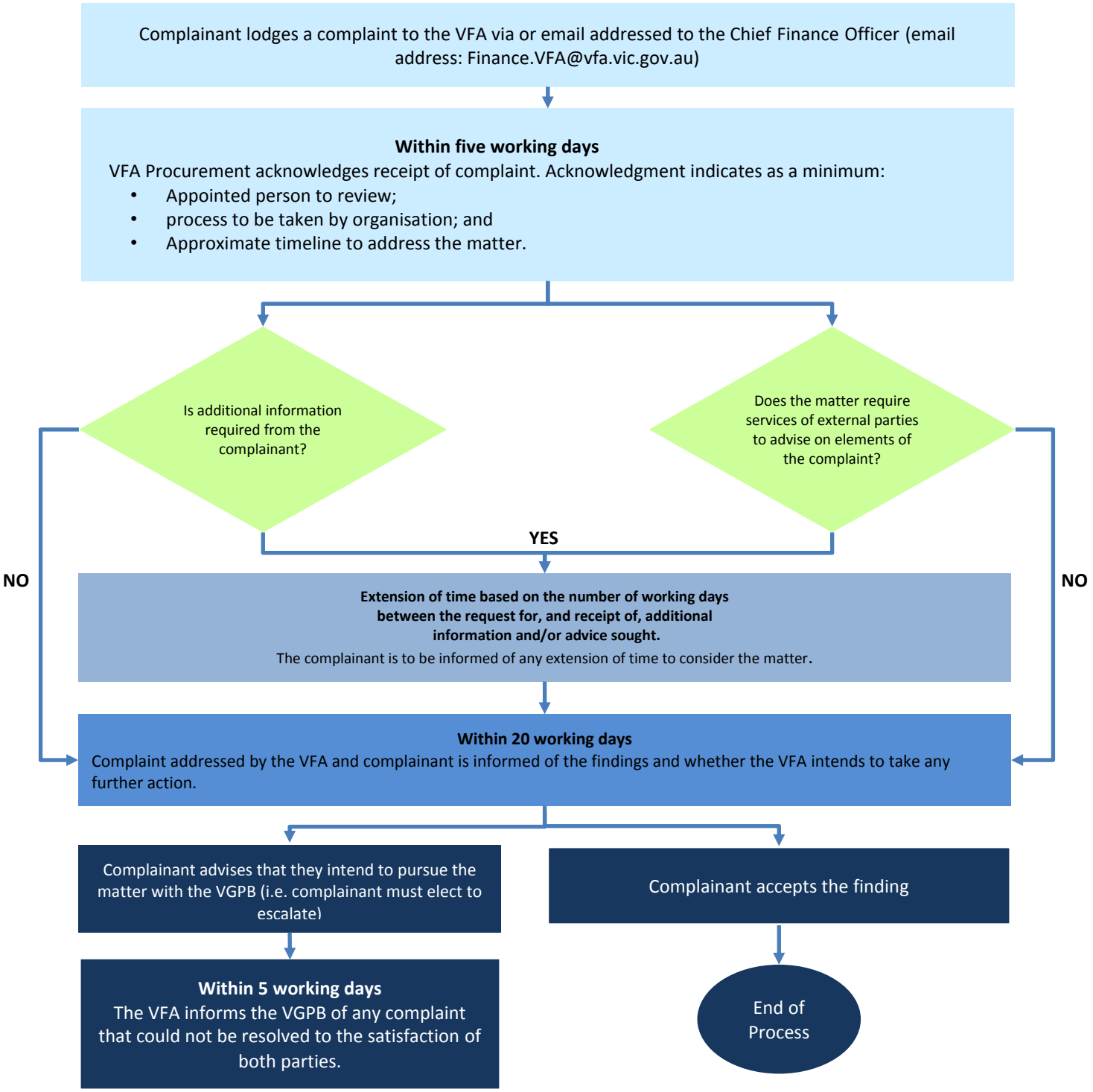VFA Complaints Management Framework