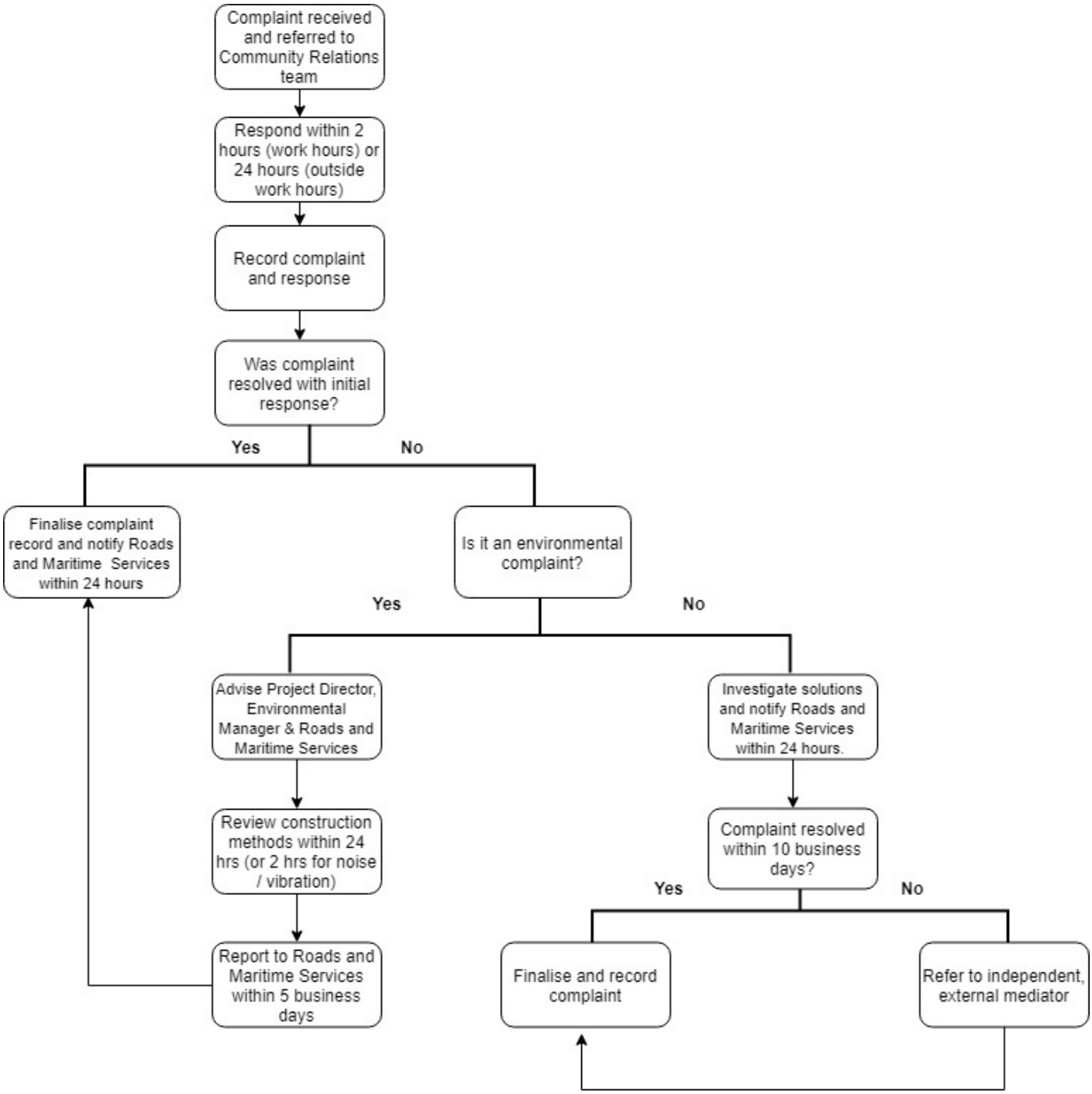Complaints management process during construction