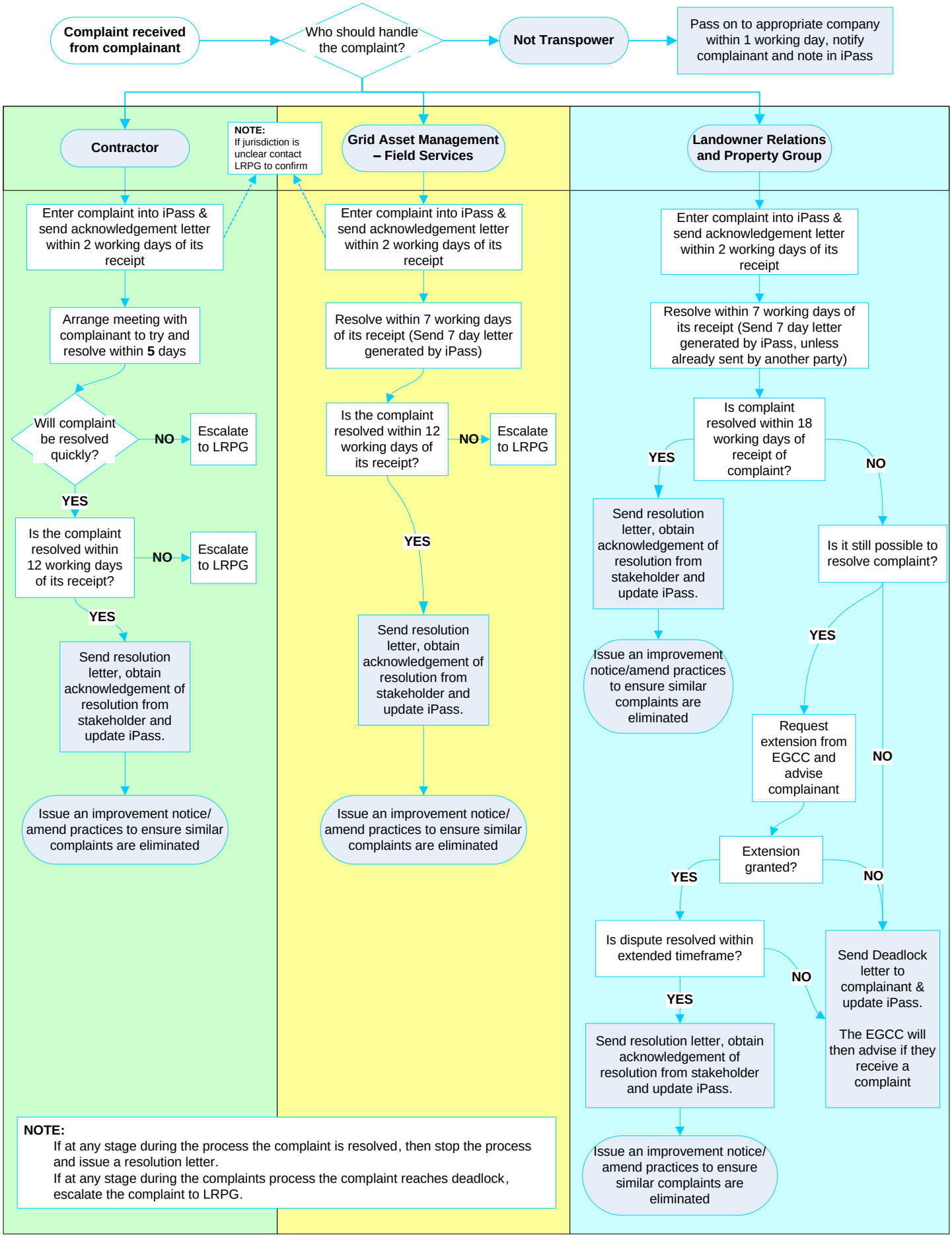Transpower's In-House Complaints Process