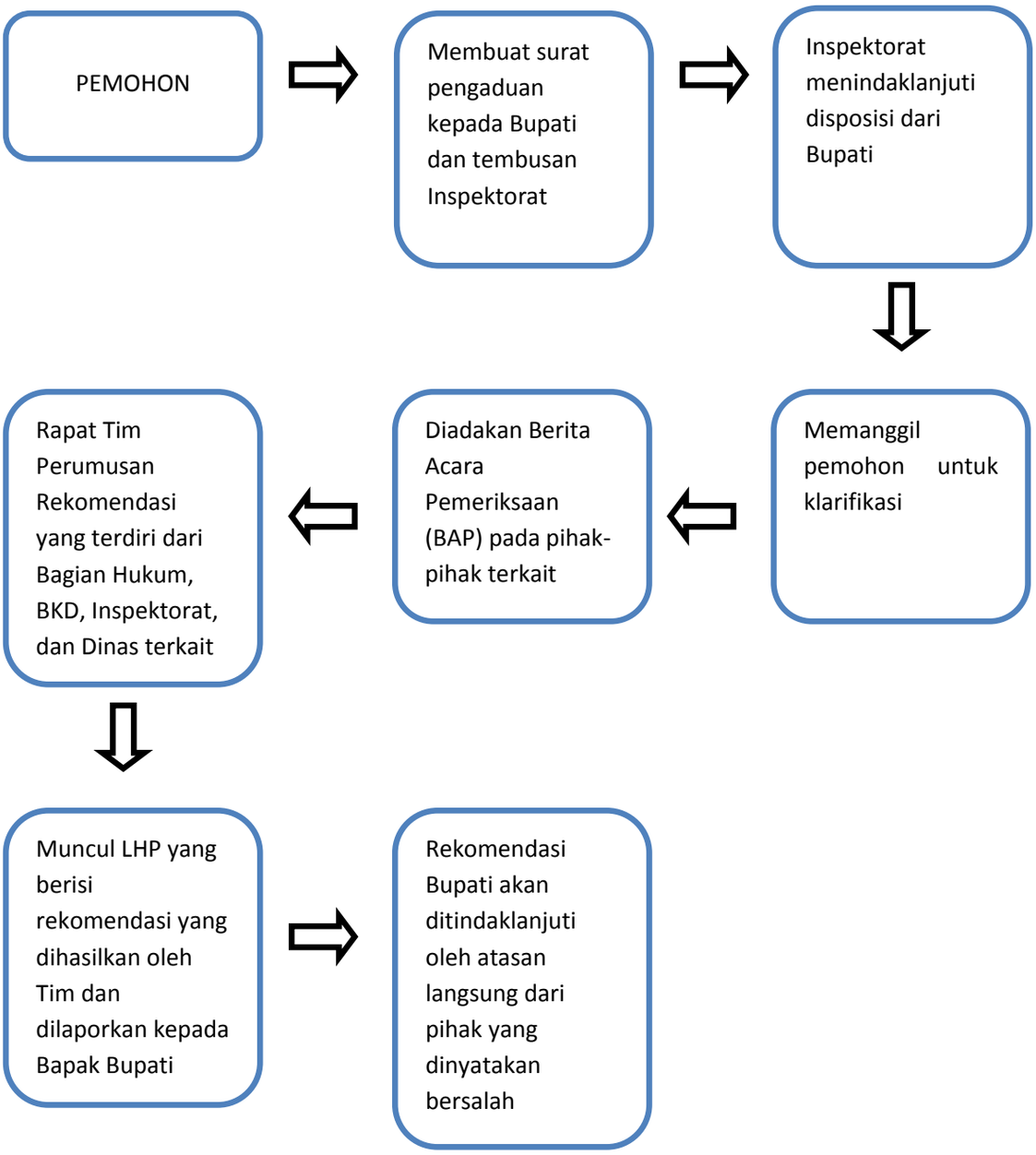I. MEKANISME PENGADUAN