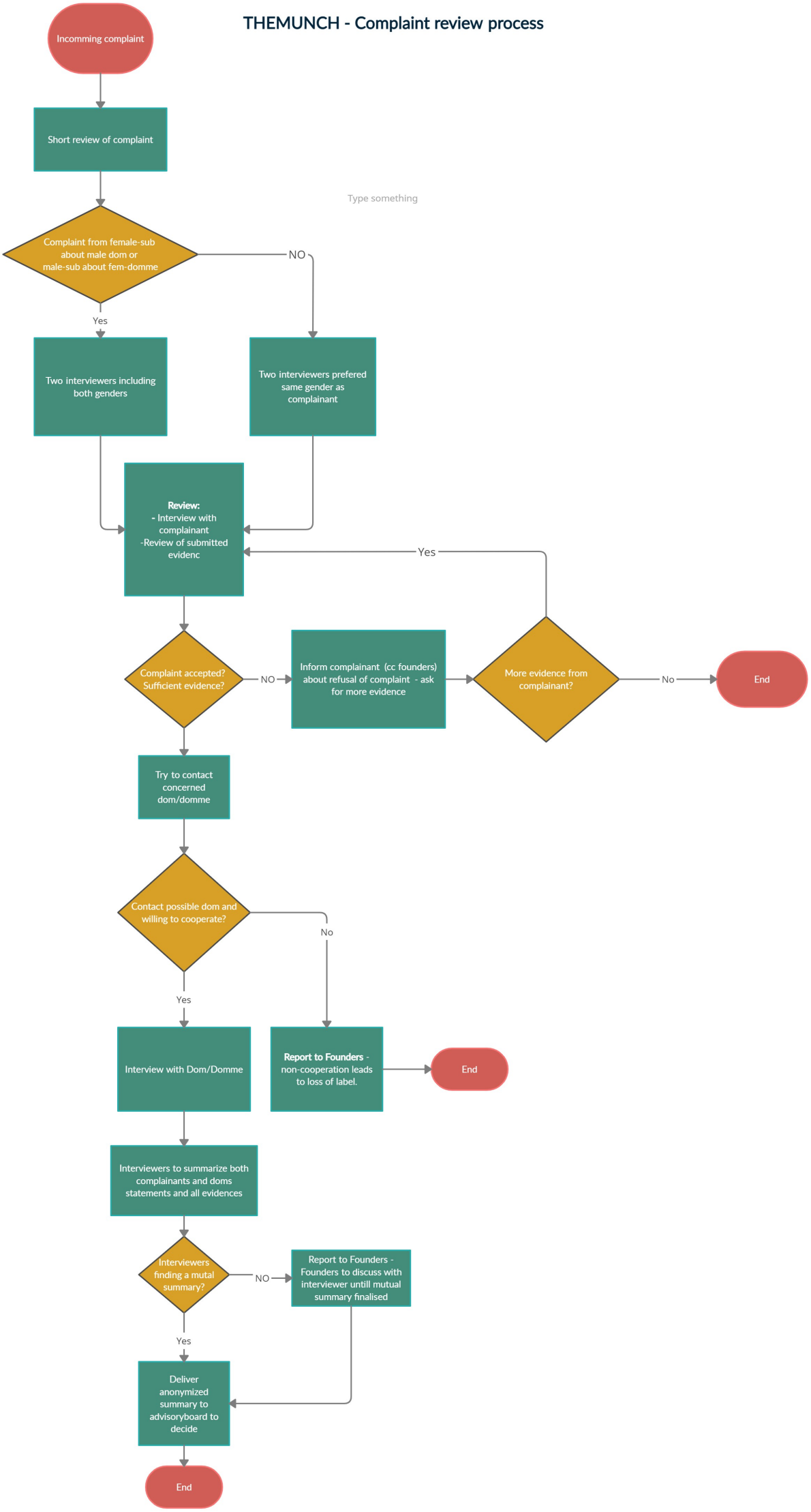THEMUNCH - Complaint review process