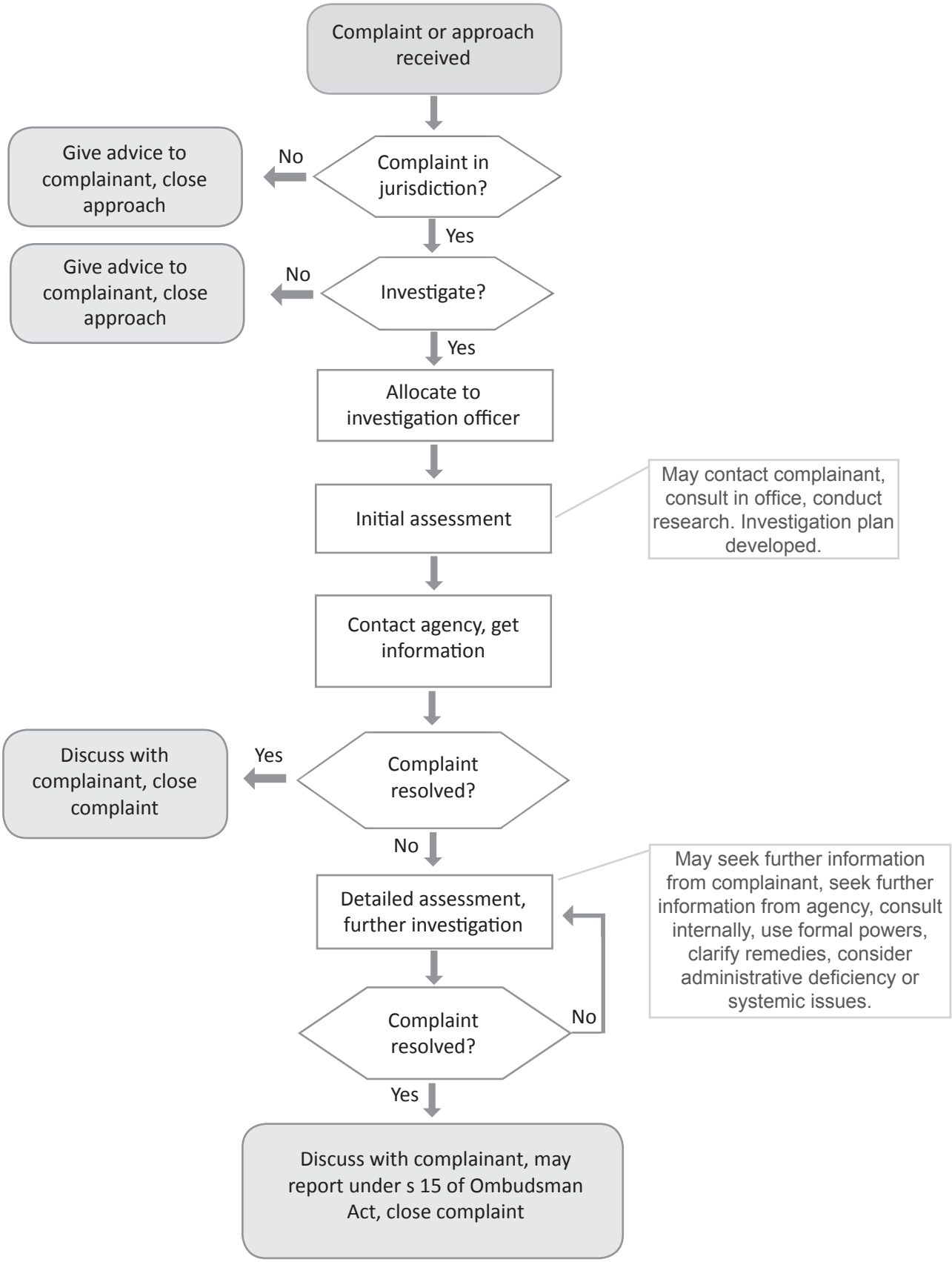Ombudsman's general process for dealing with complaints and approaches