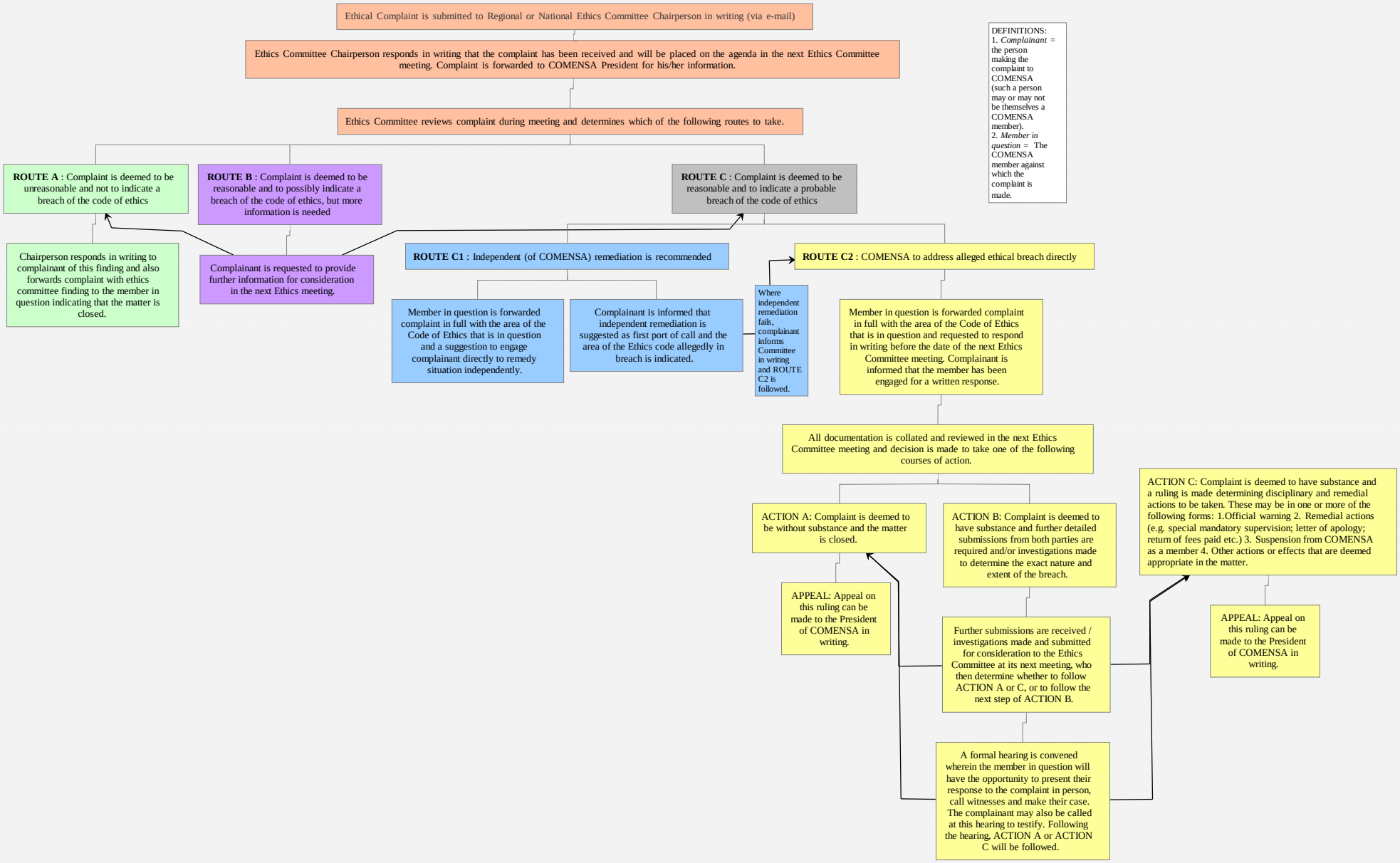COMENSA: Ethical Complaints Procedure 2008