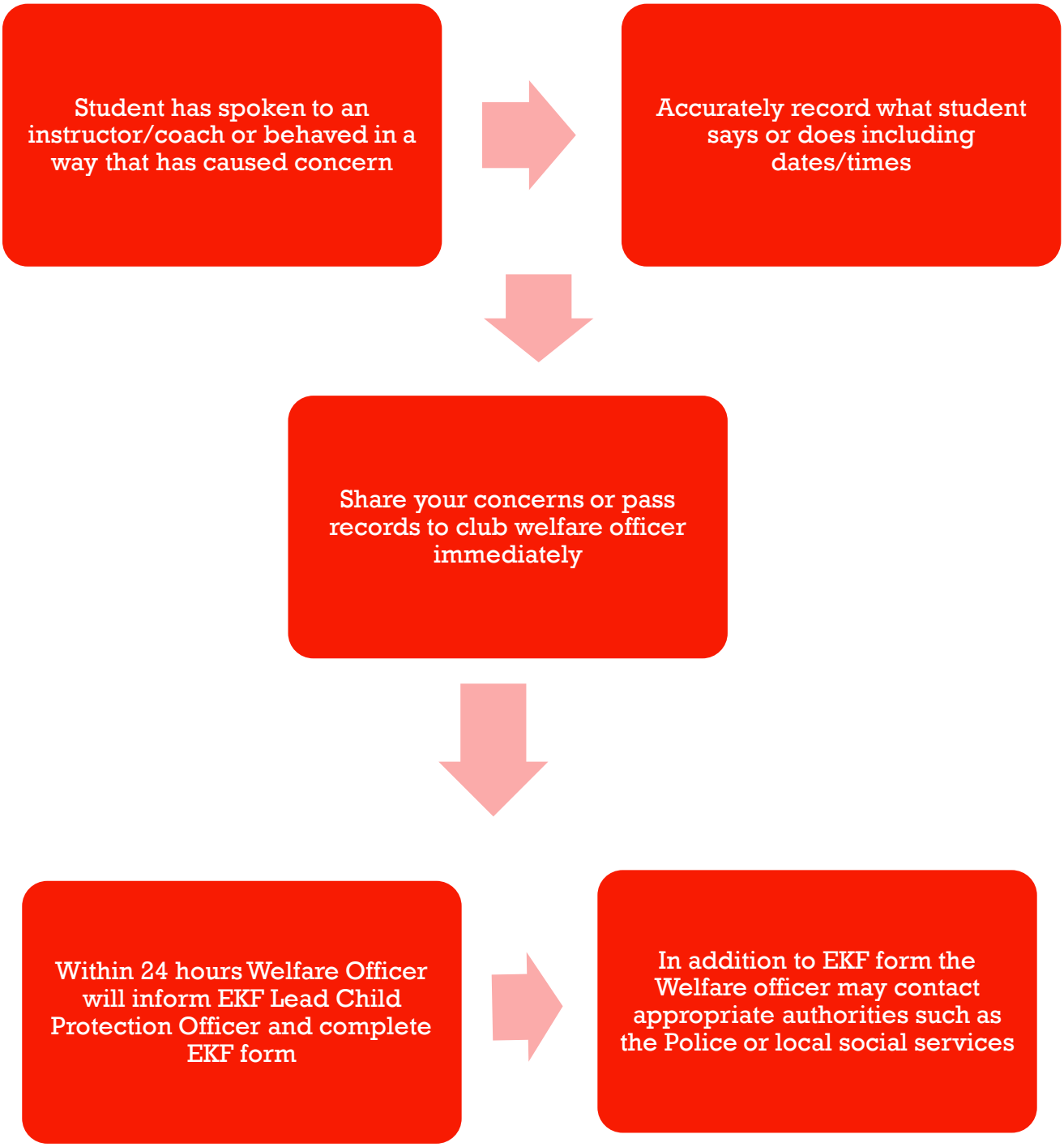Procedure document for reporting concerns