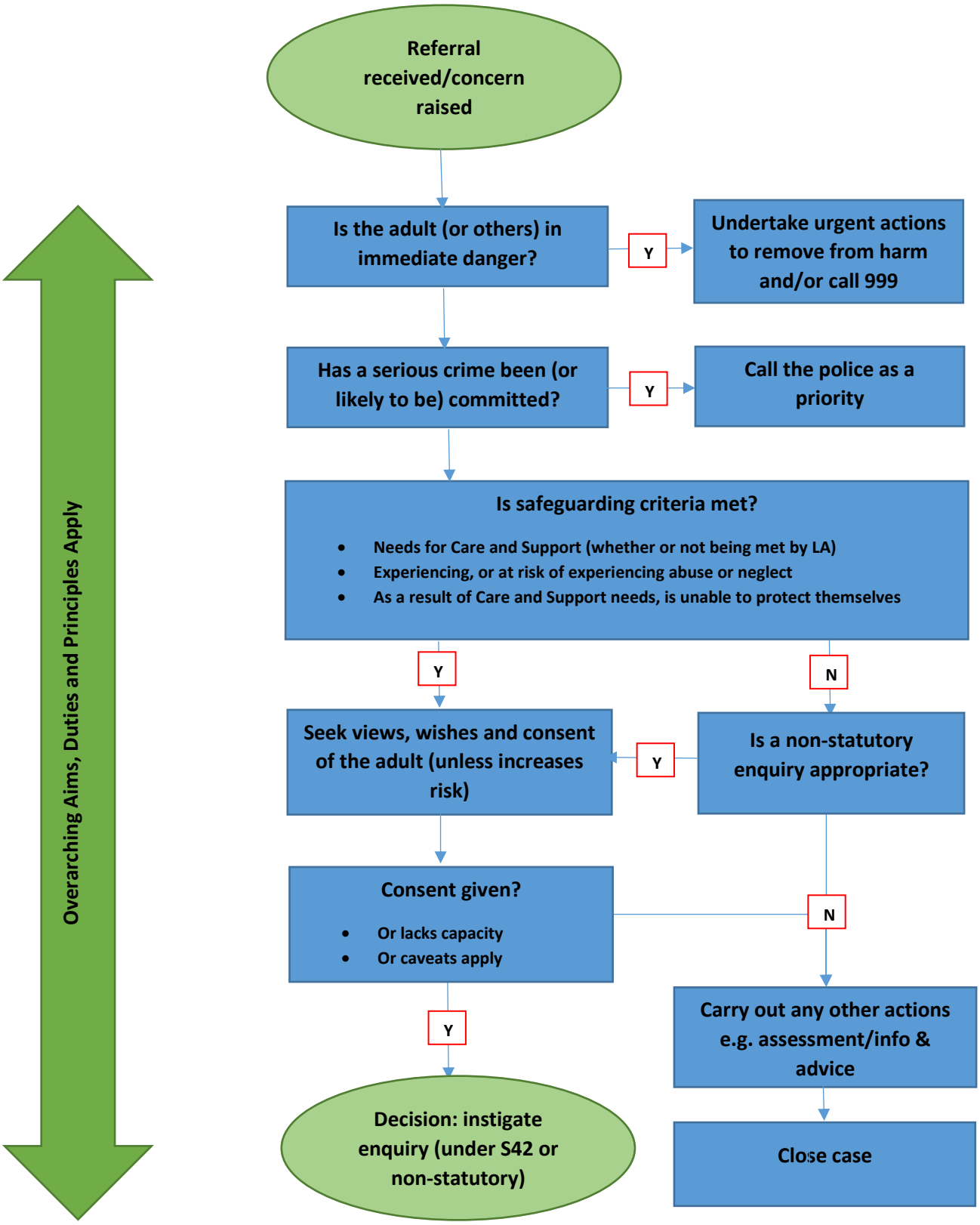2. Responding to a Concern Process