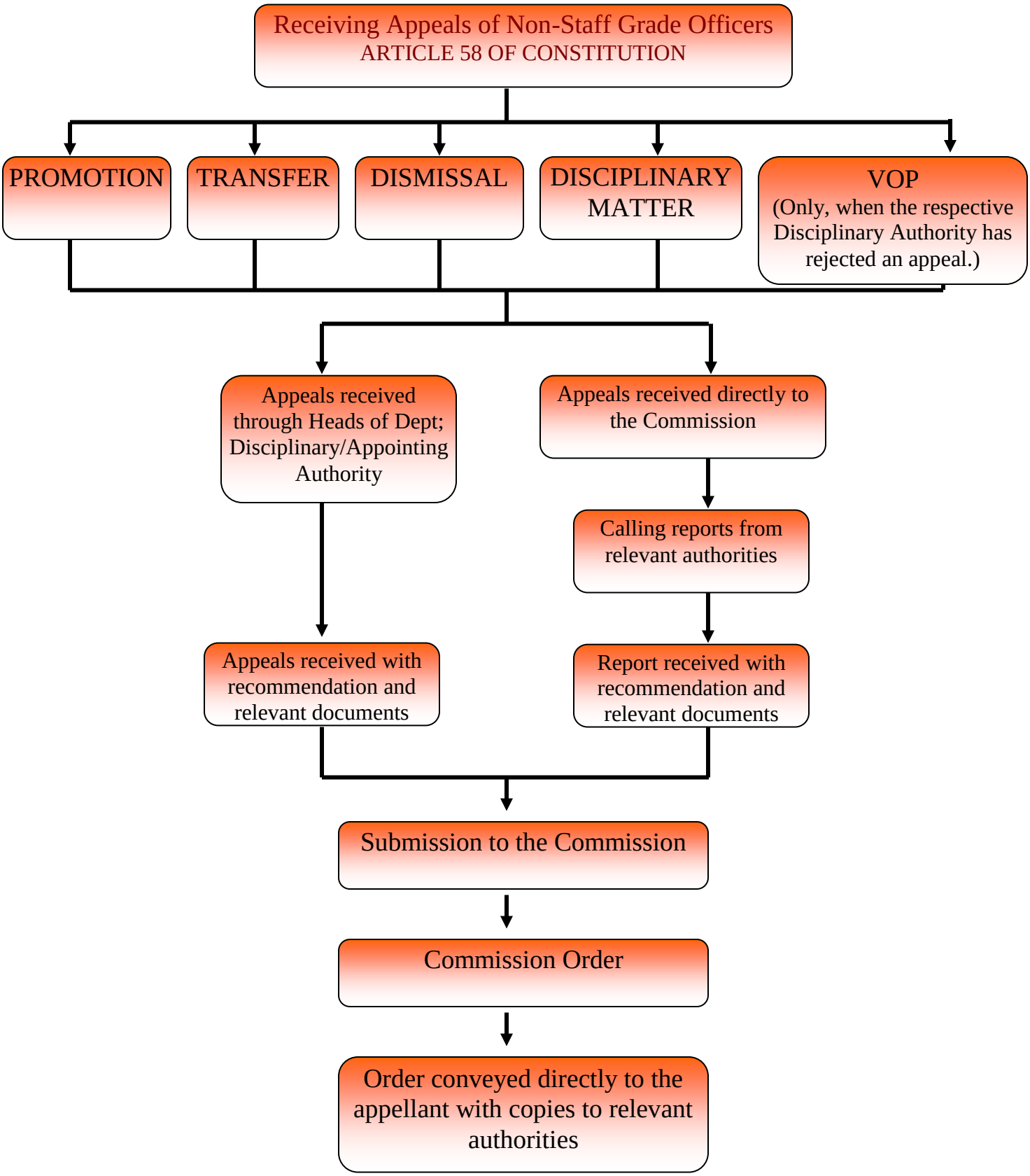Appeals Procedure