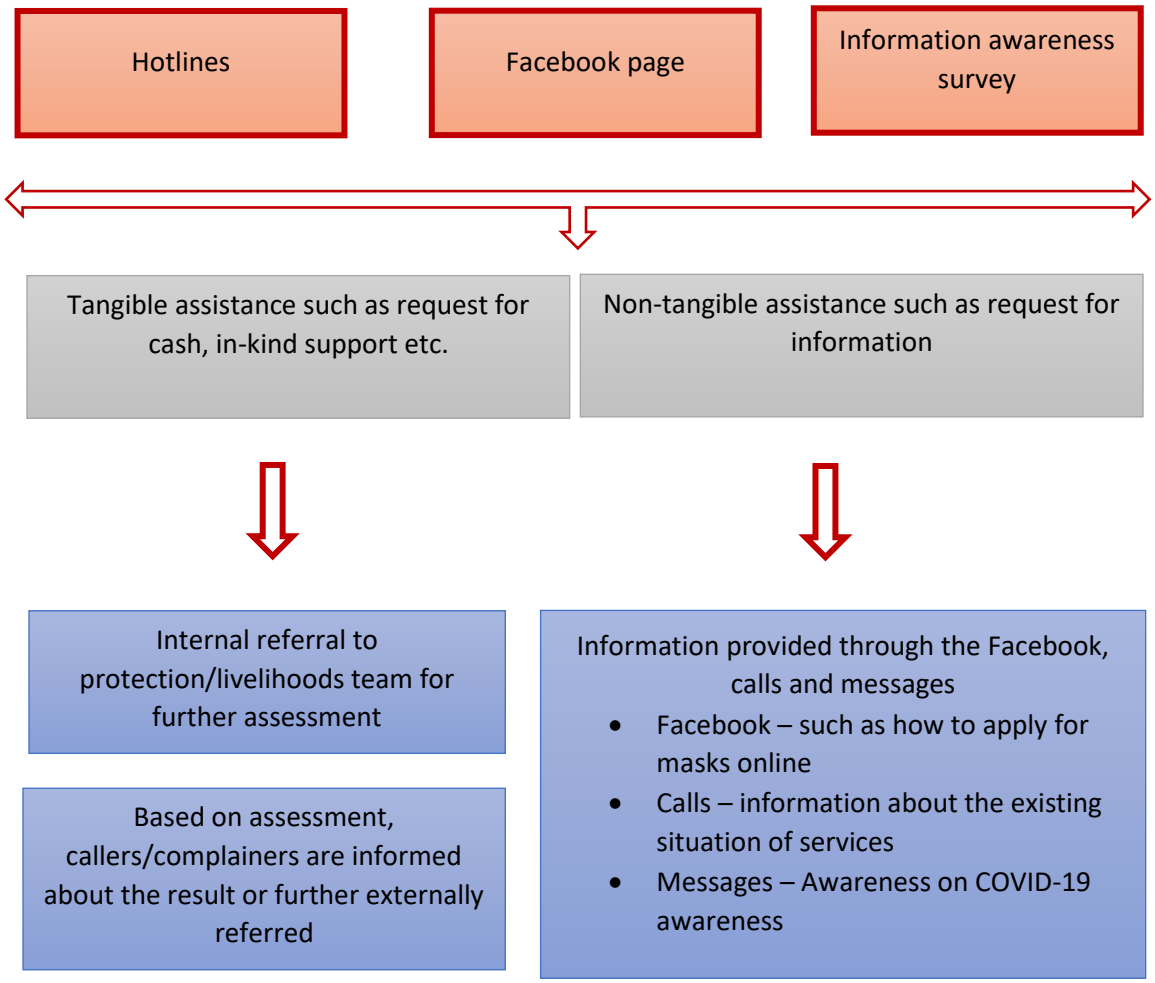Feedback and Complaints Response Mechanism during COVID-19