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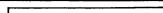
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tions. And because people talk more freely than they write, you can frequently trace the real reason for the complaint and prevent similar com-

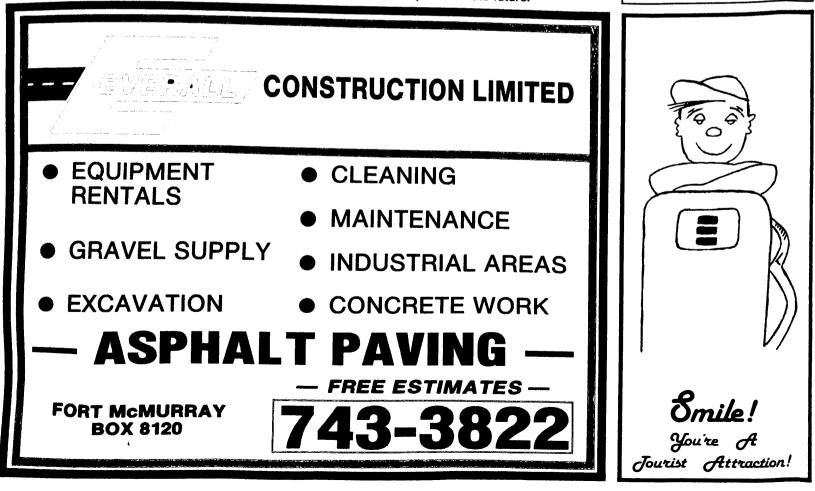


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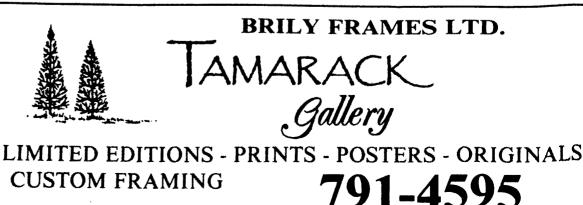
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