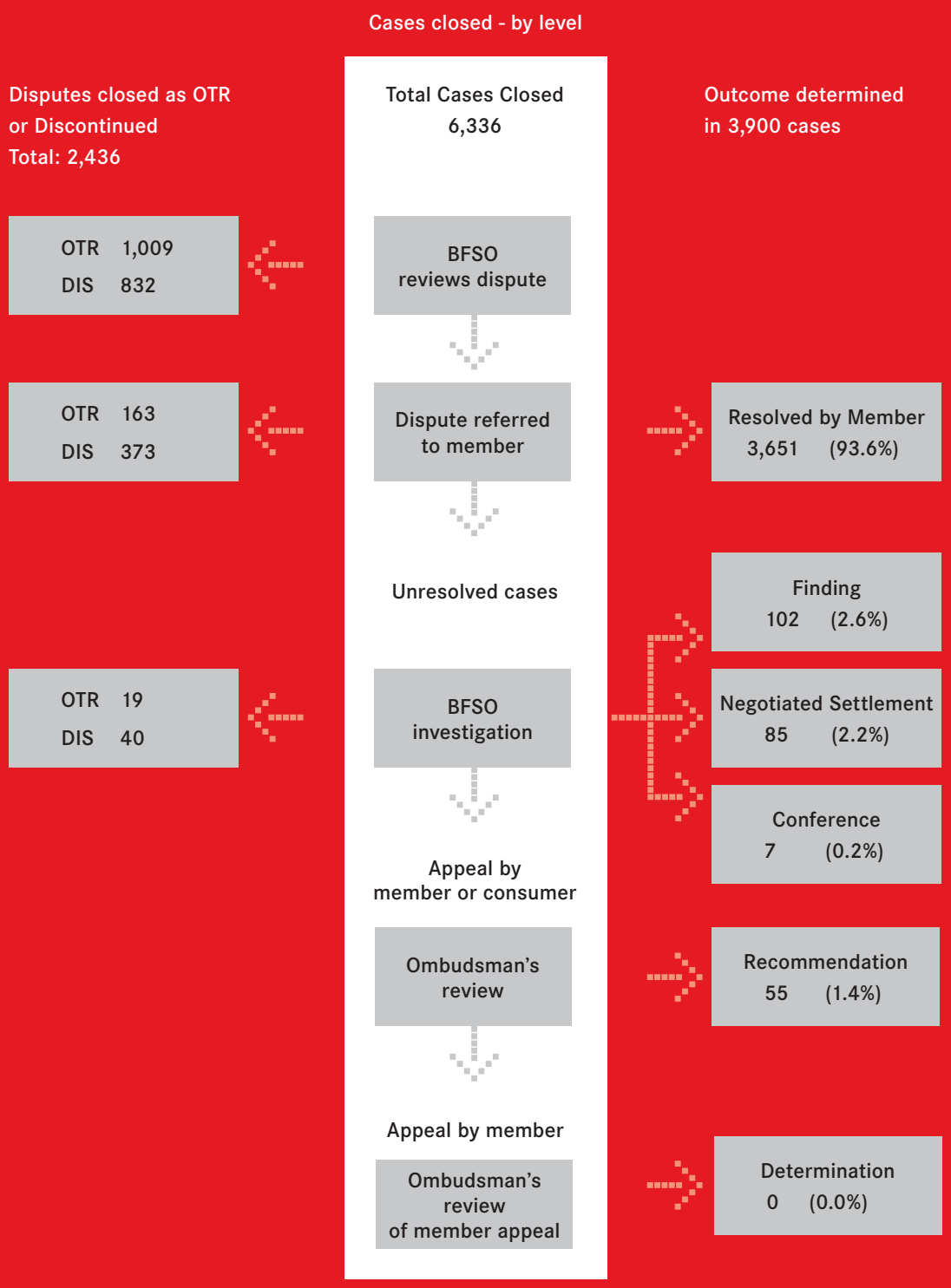Dispute resolution process and outcomes