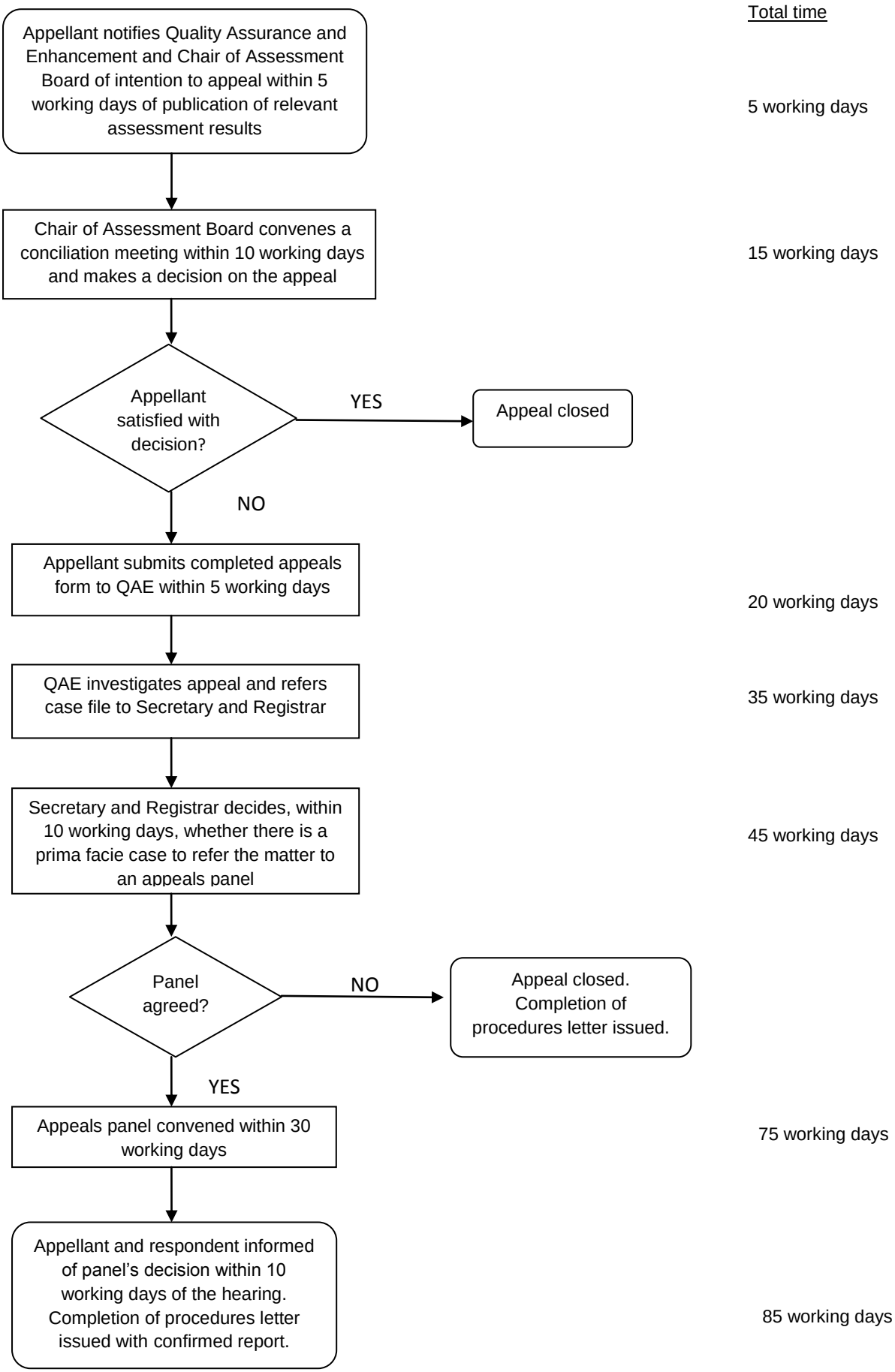APPEALS PROCEDURE