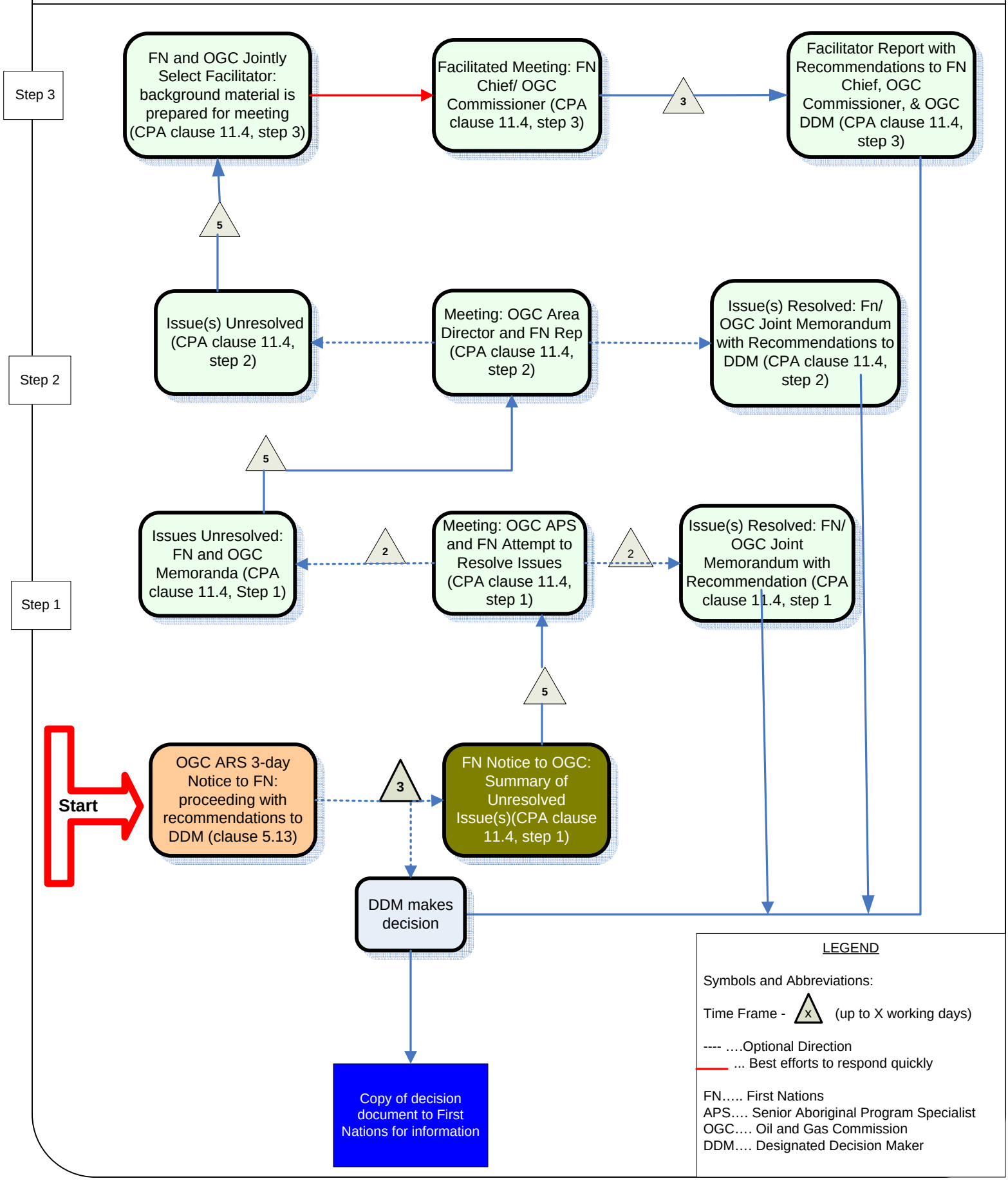Issue Resolution Process (CPA clause 11)