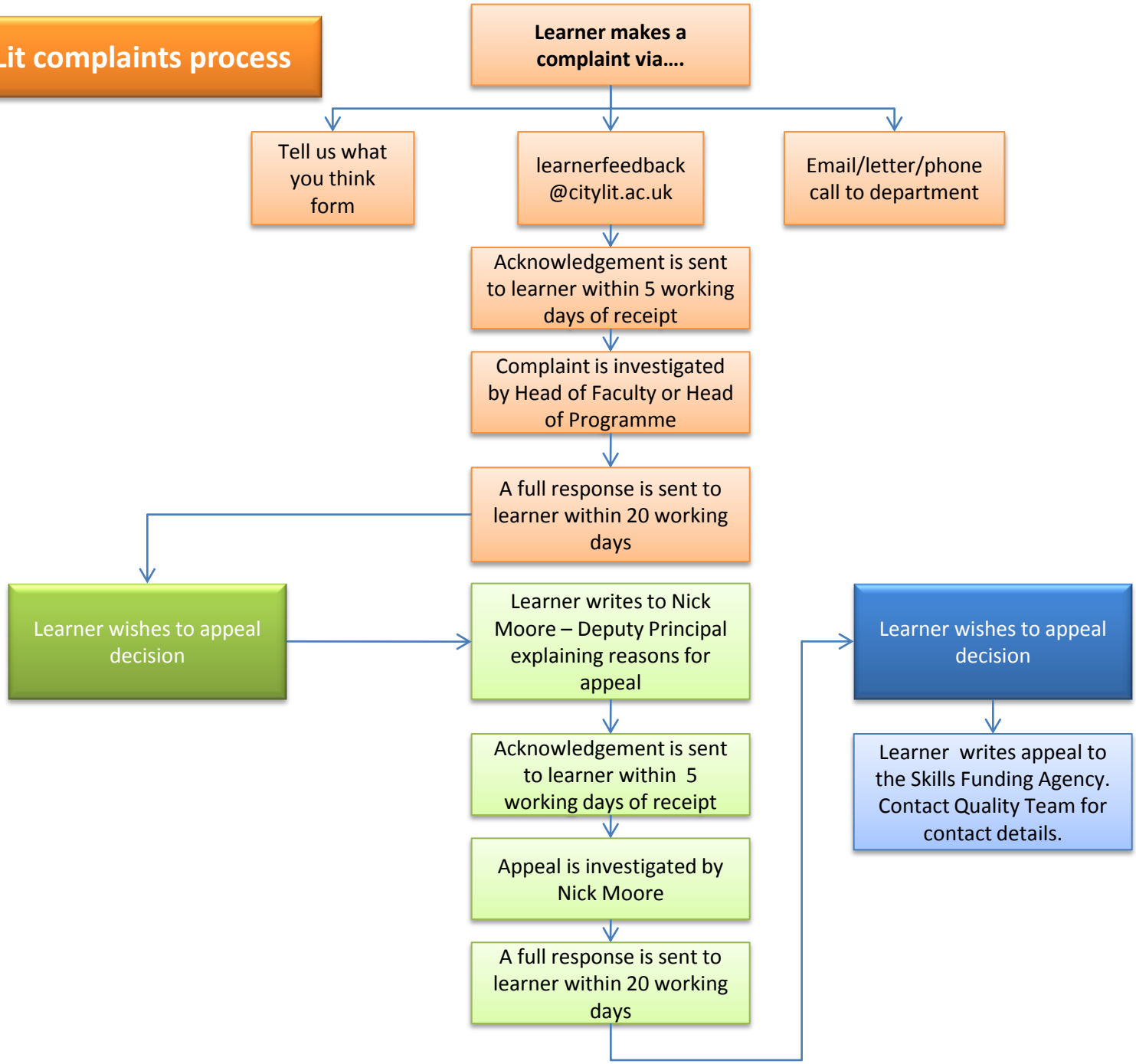City Lit complaints process