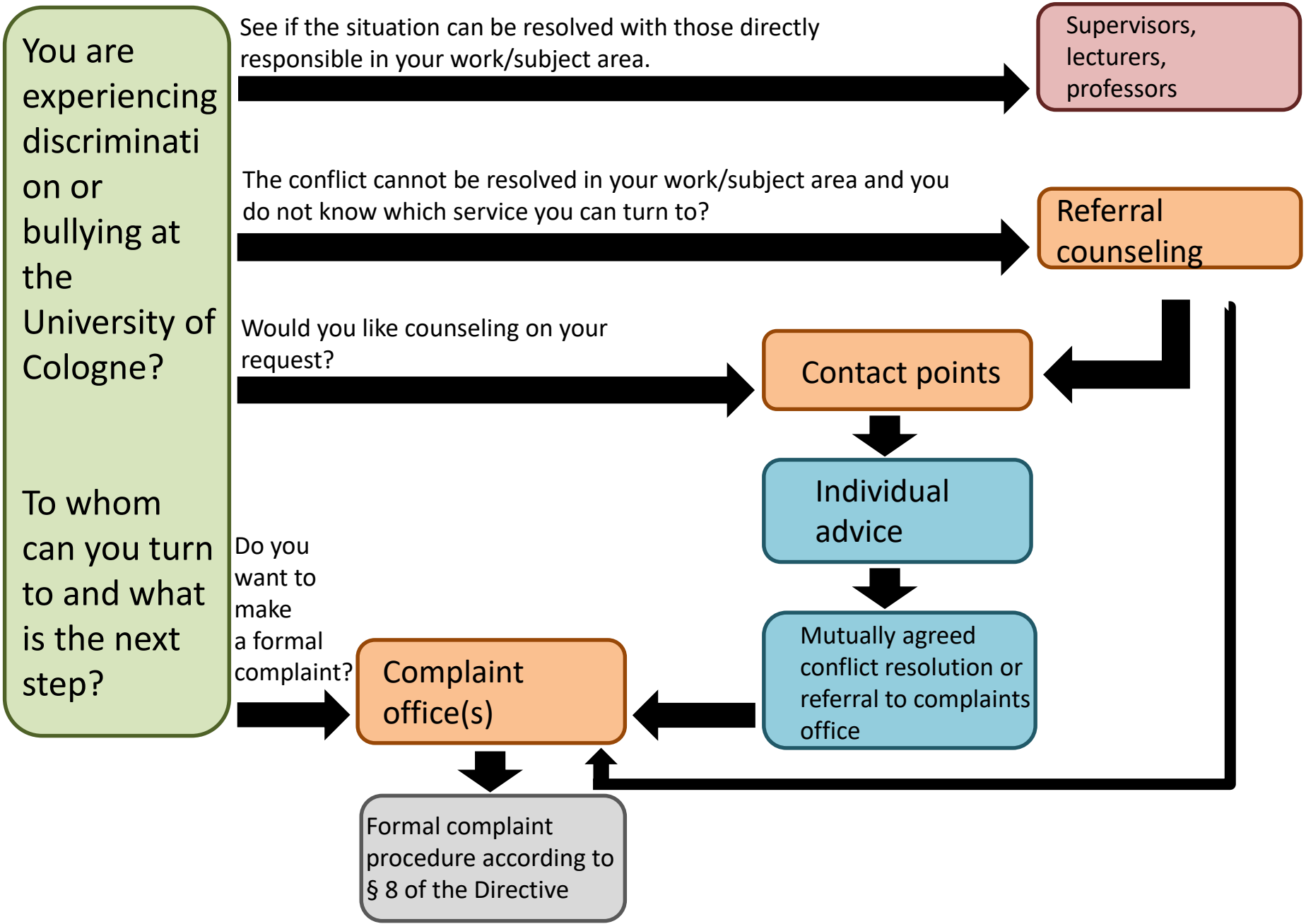Counseling and complaint channels in case of discrimination