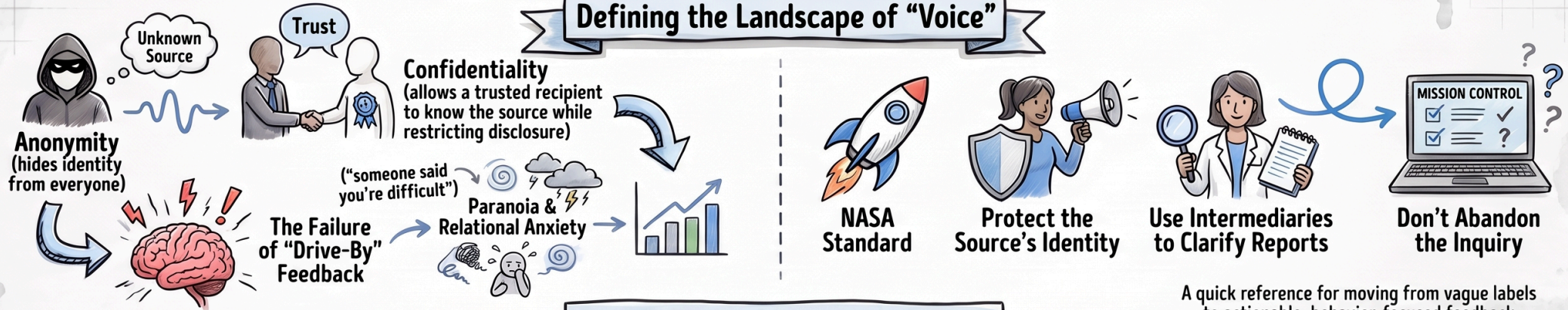


Beyond the Suggestion Box: Building a Culture of Accountable Feedback



Defining the Landscape of "Voice"



Four Pillars of Accountable Design

