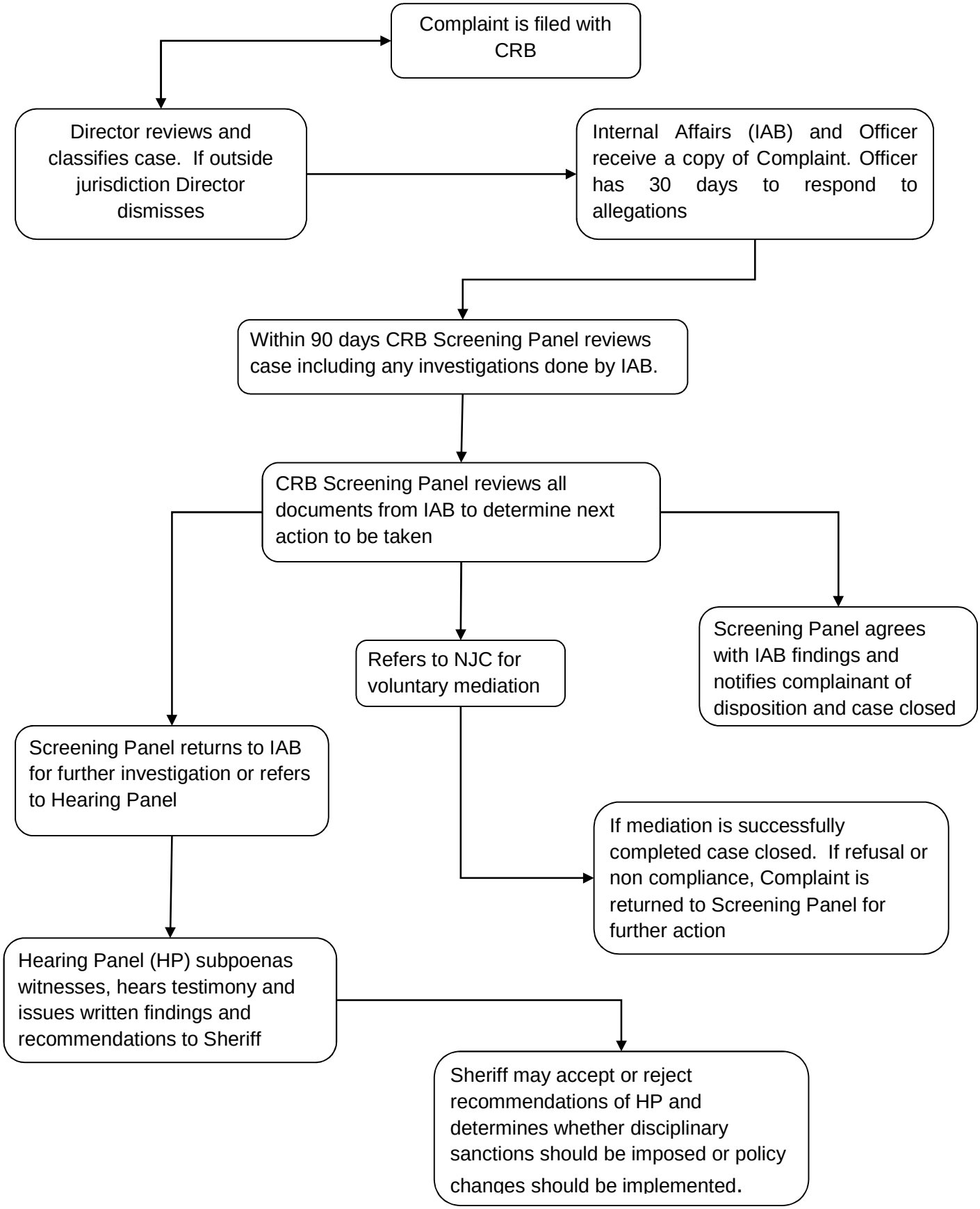COMPLAINT PROCESS FLOW CHART