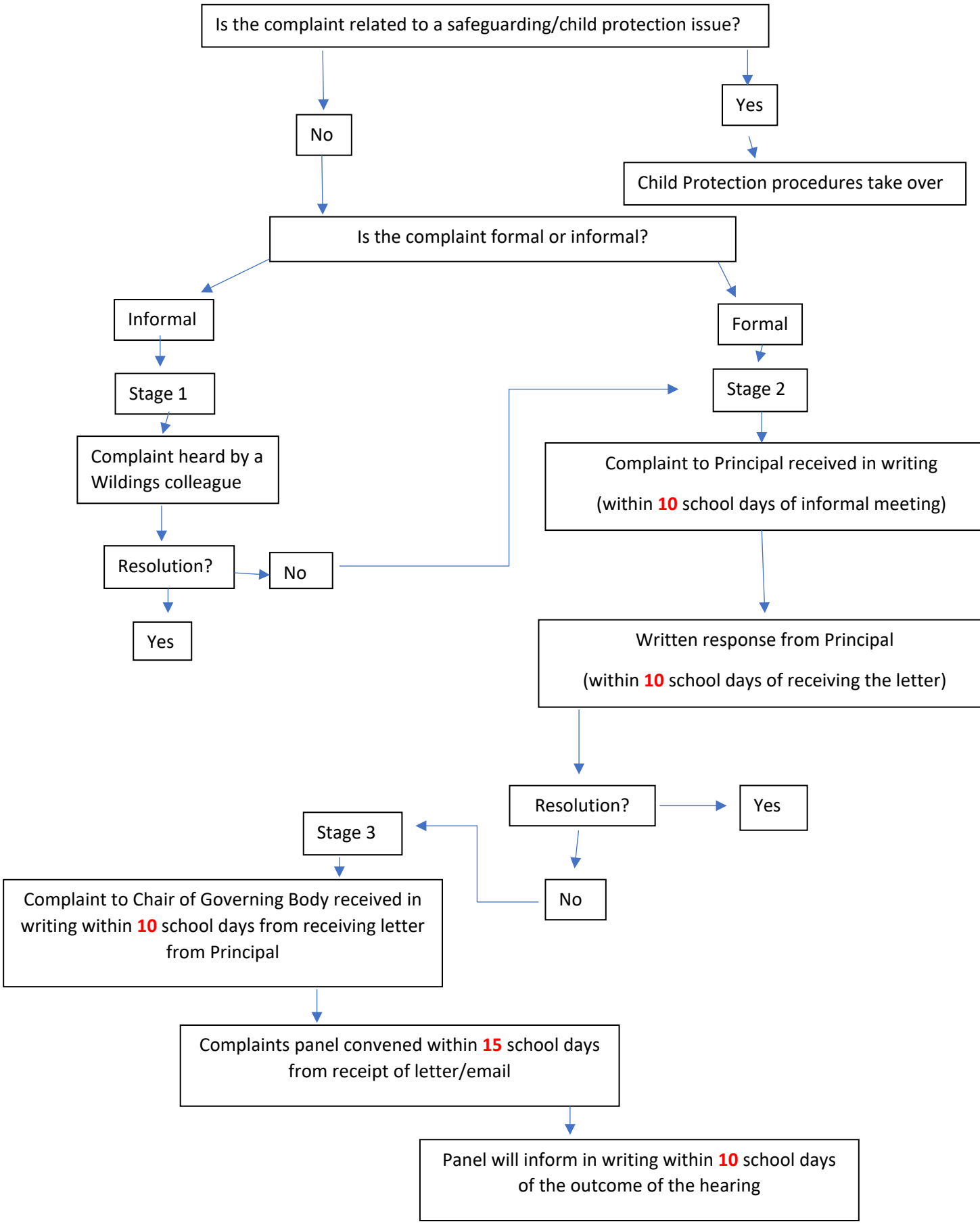Complaints Flow Chart