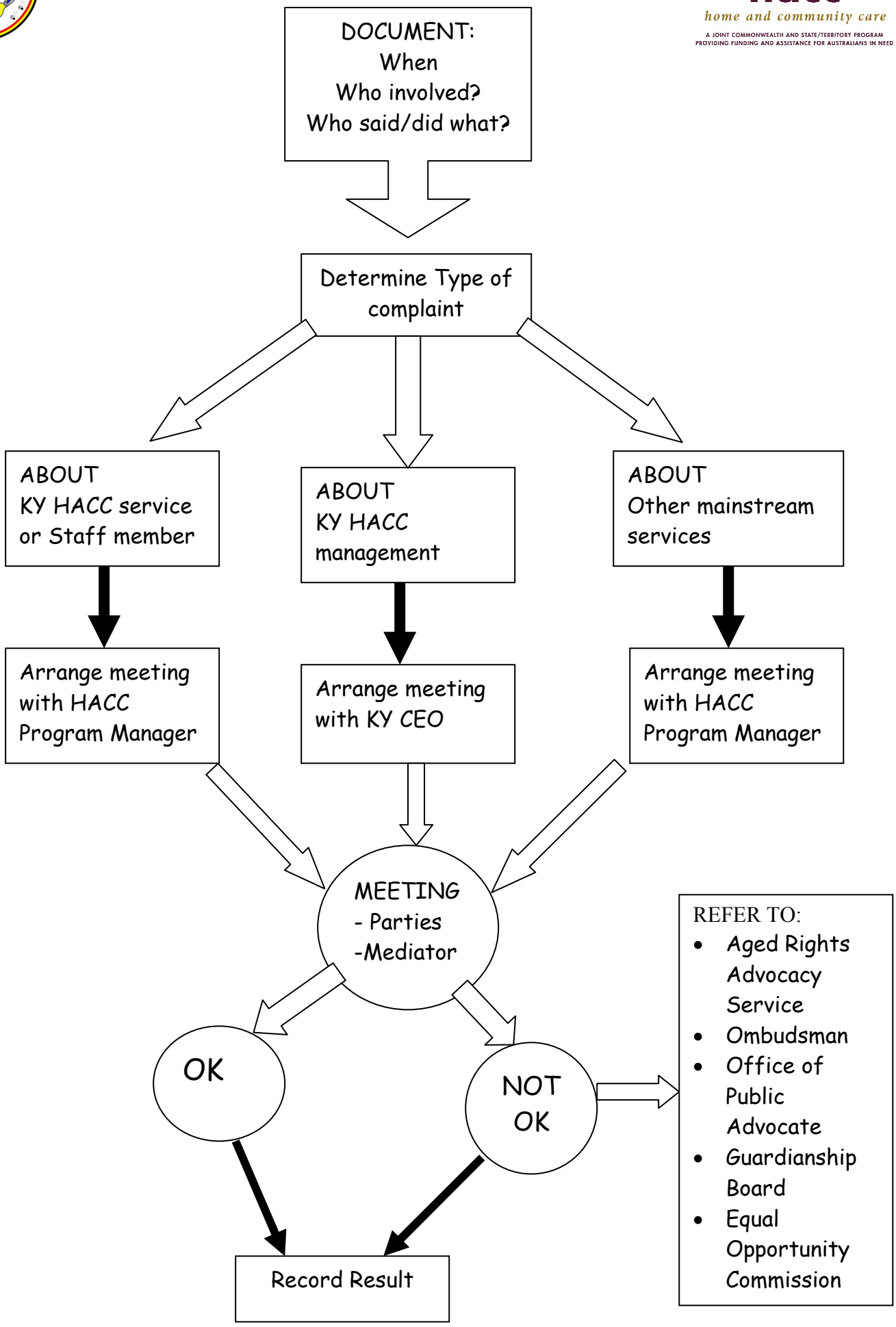COMPLAINTS PROCESS FLOWCHART