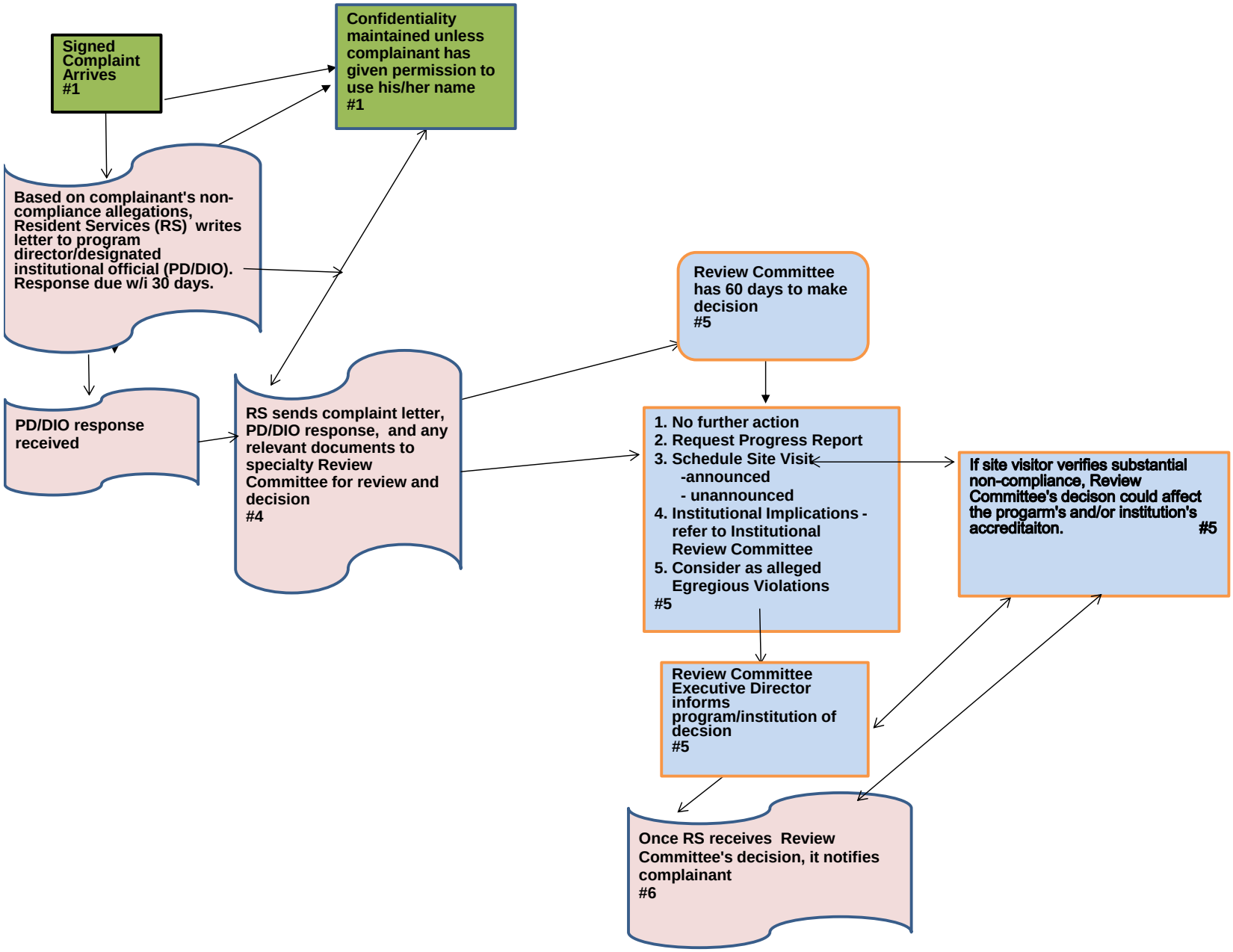Complaints Flowchart