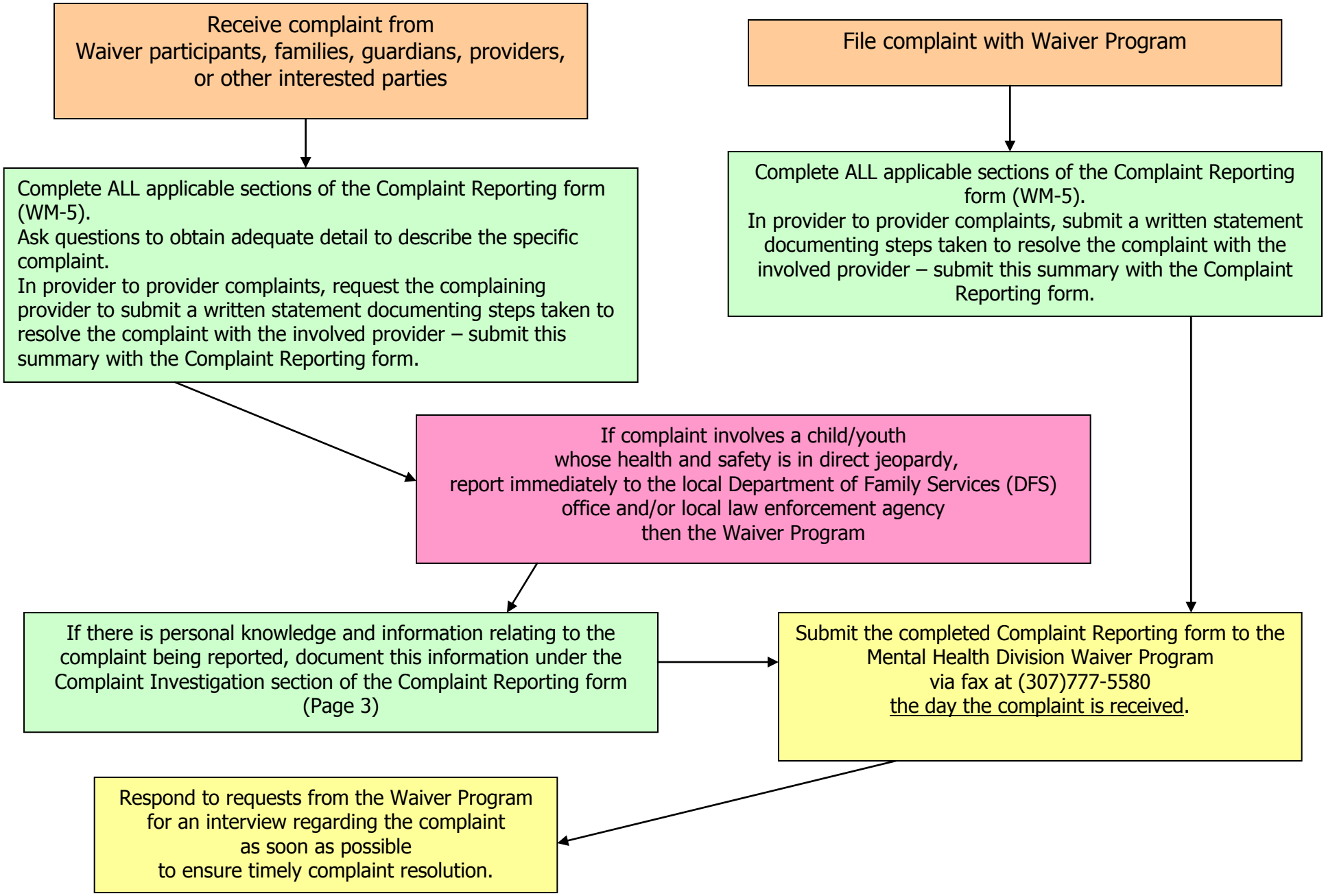Complaint Process Flowchart