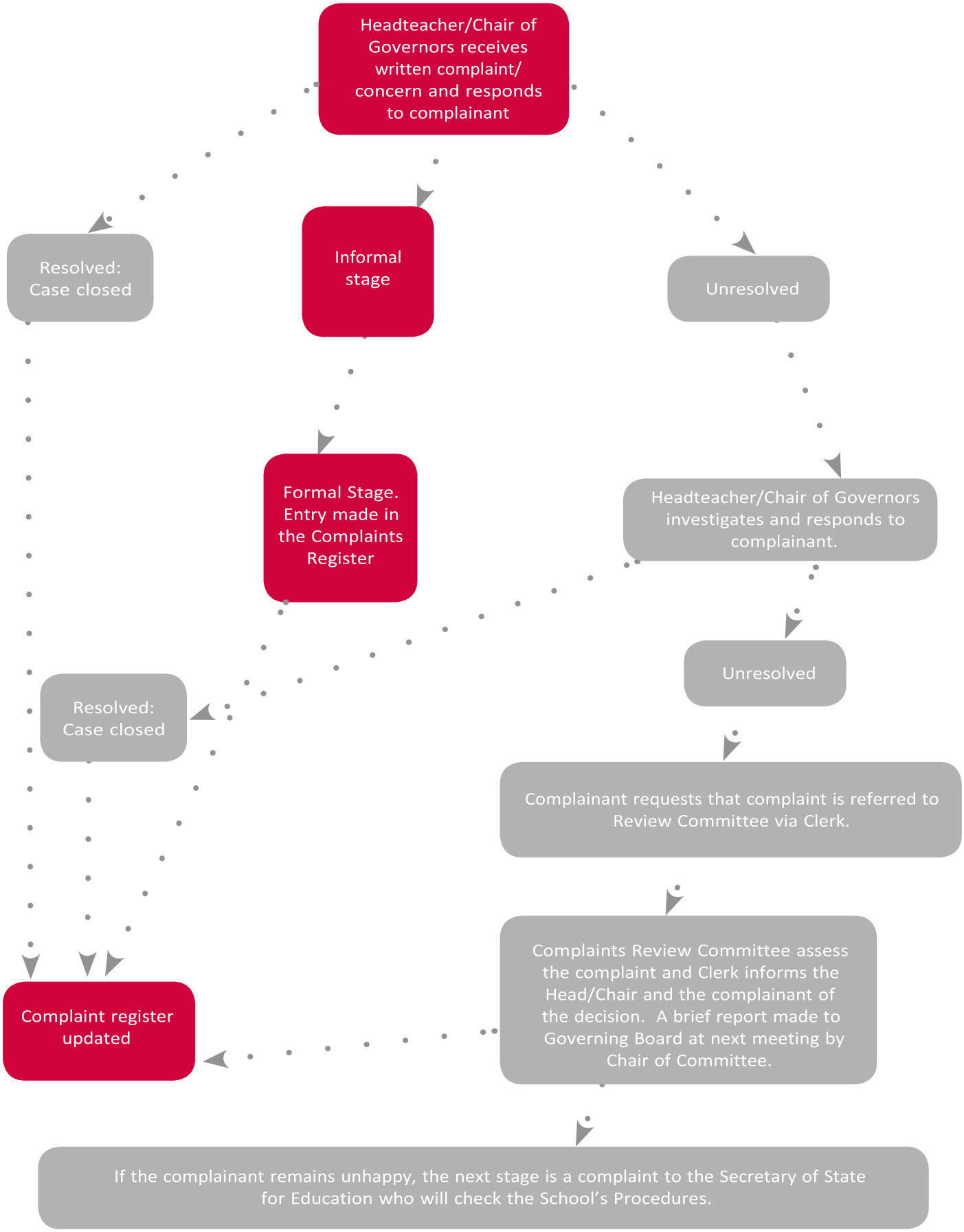Complaint Flowchart