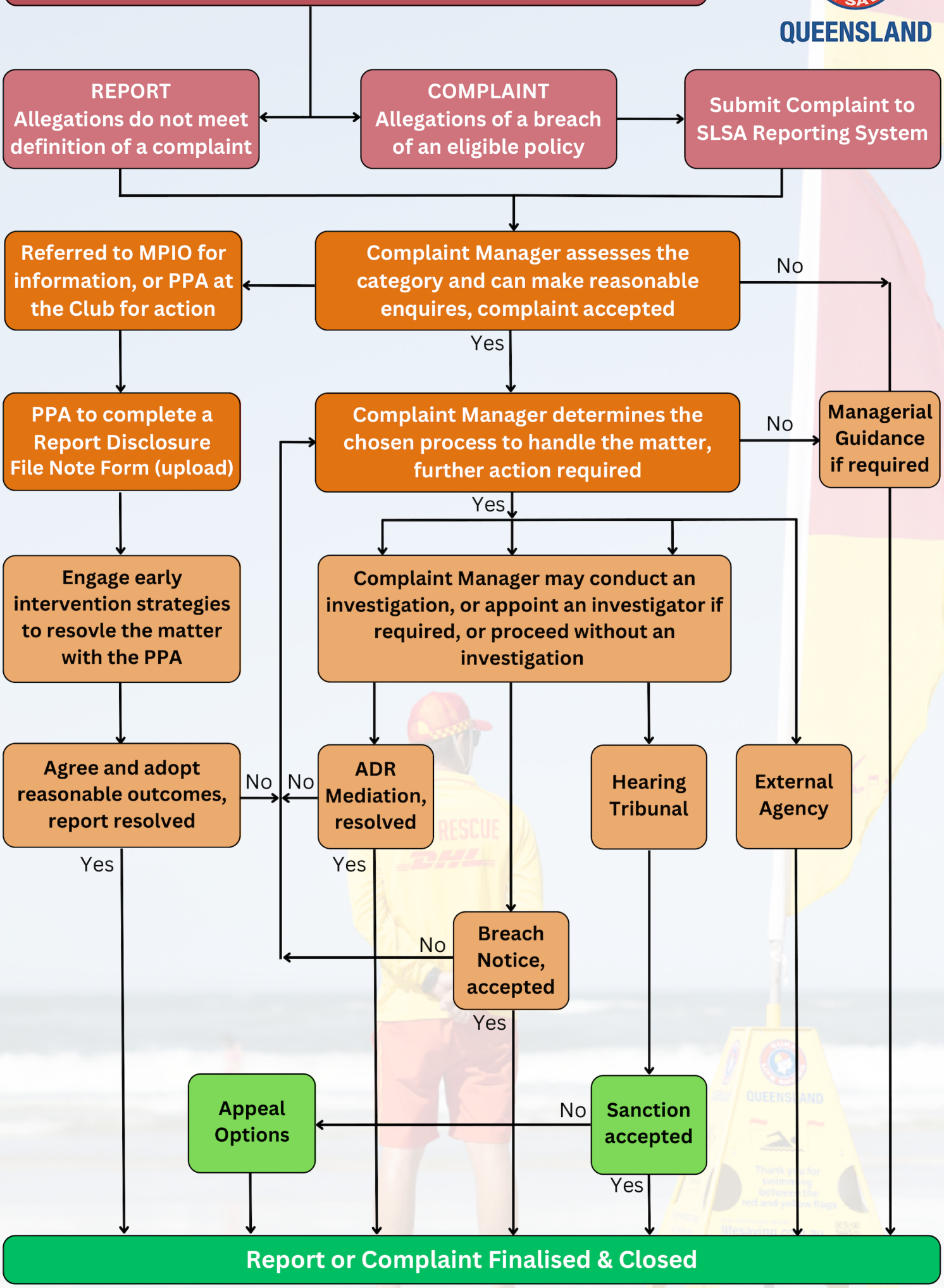COMPLAINT HANDLING FLOWCHART