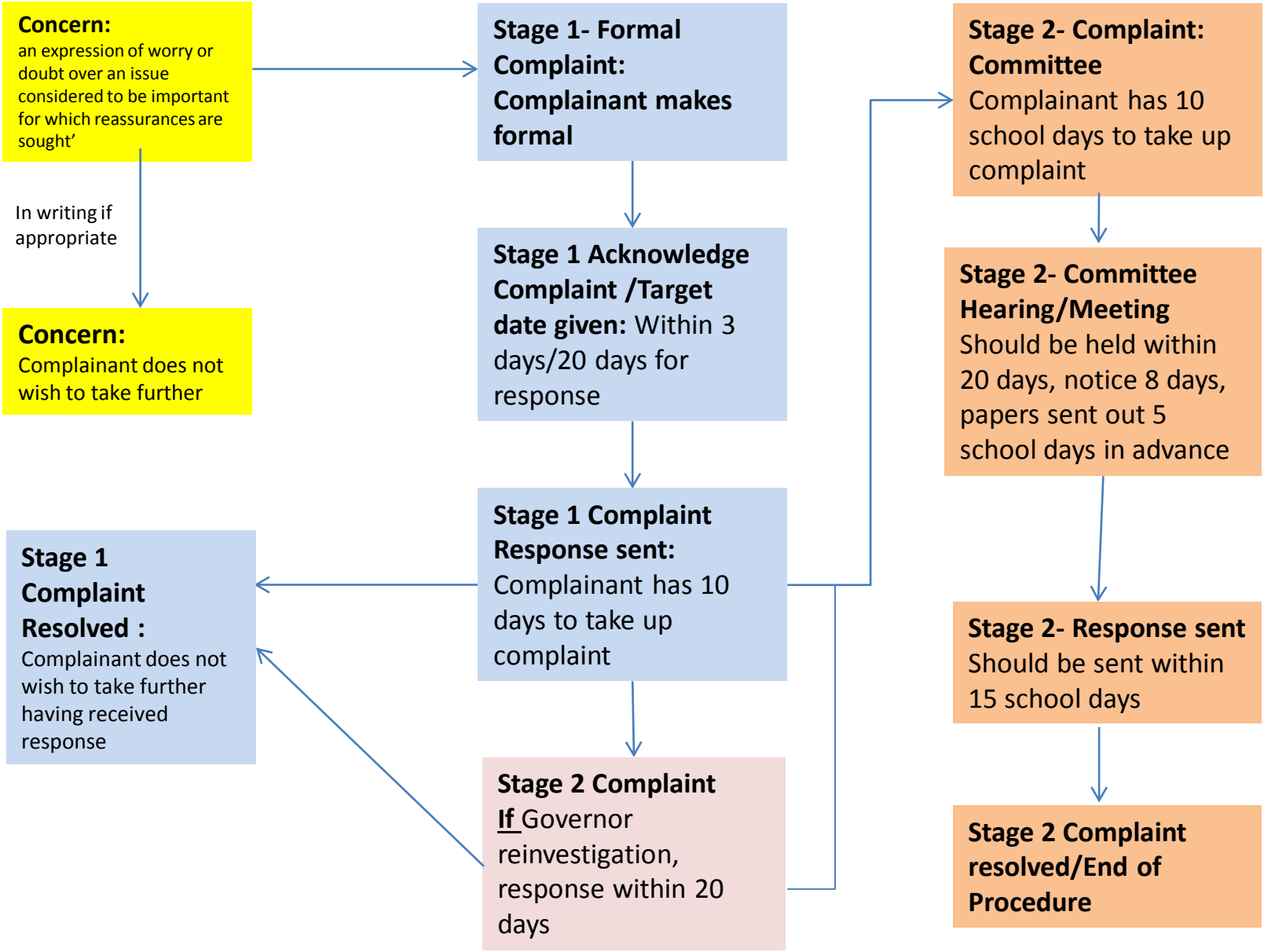COMPLAINTS PROCEDURE FLOWCHART