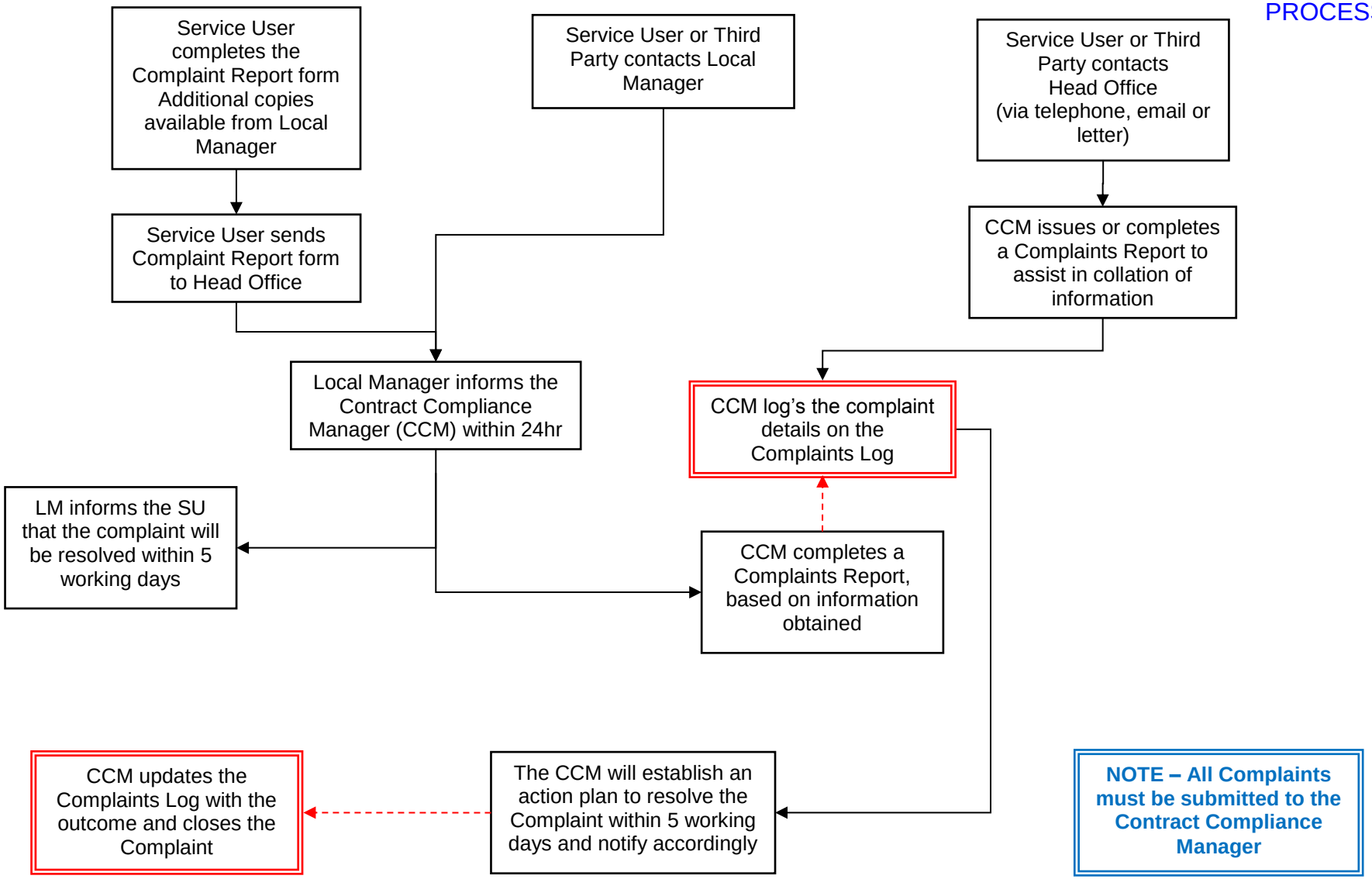FLOWCHART 1
COMPLAINTS PROCESS