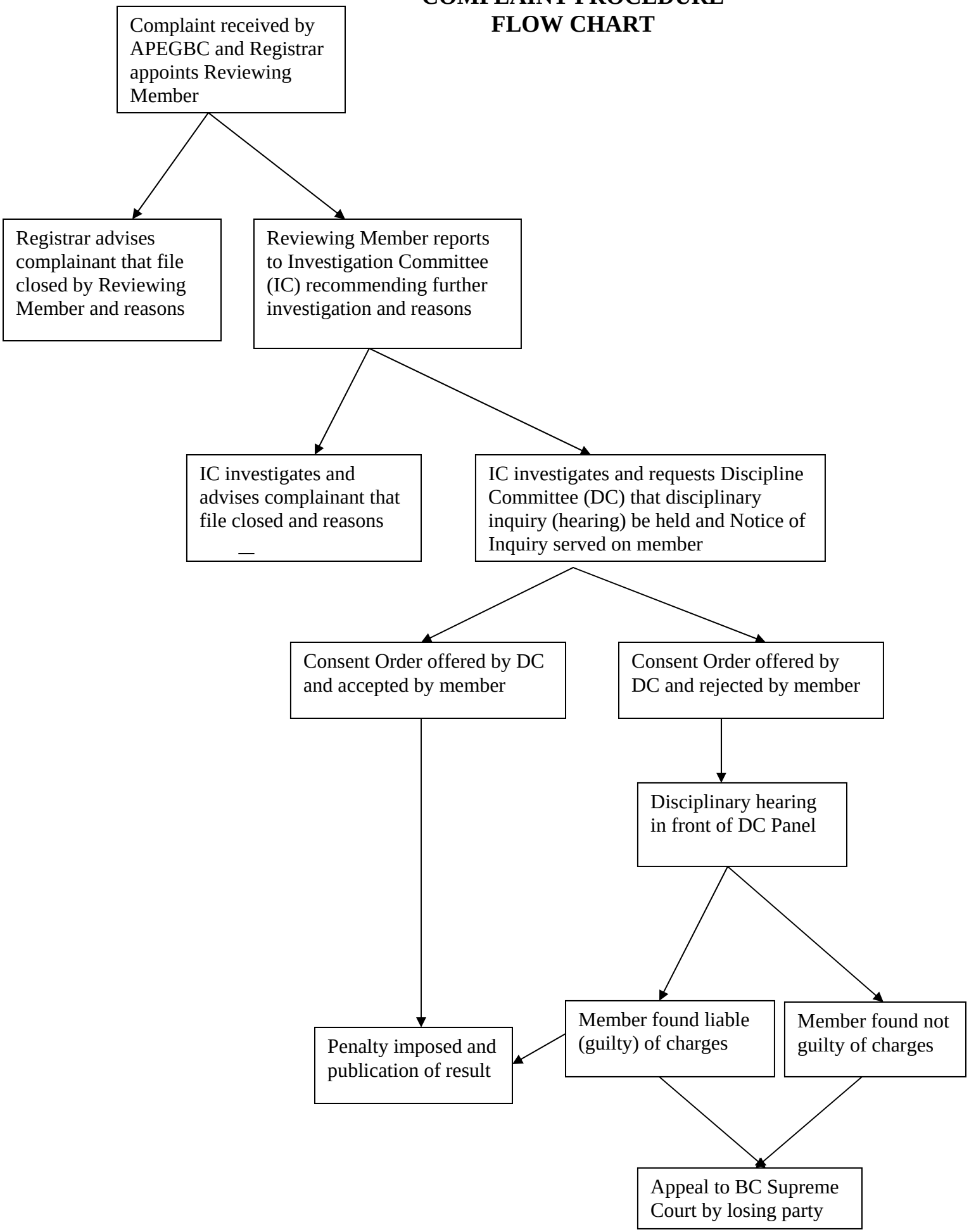COMPLAINT PROCEDURE FLOW CHART