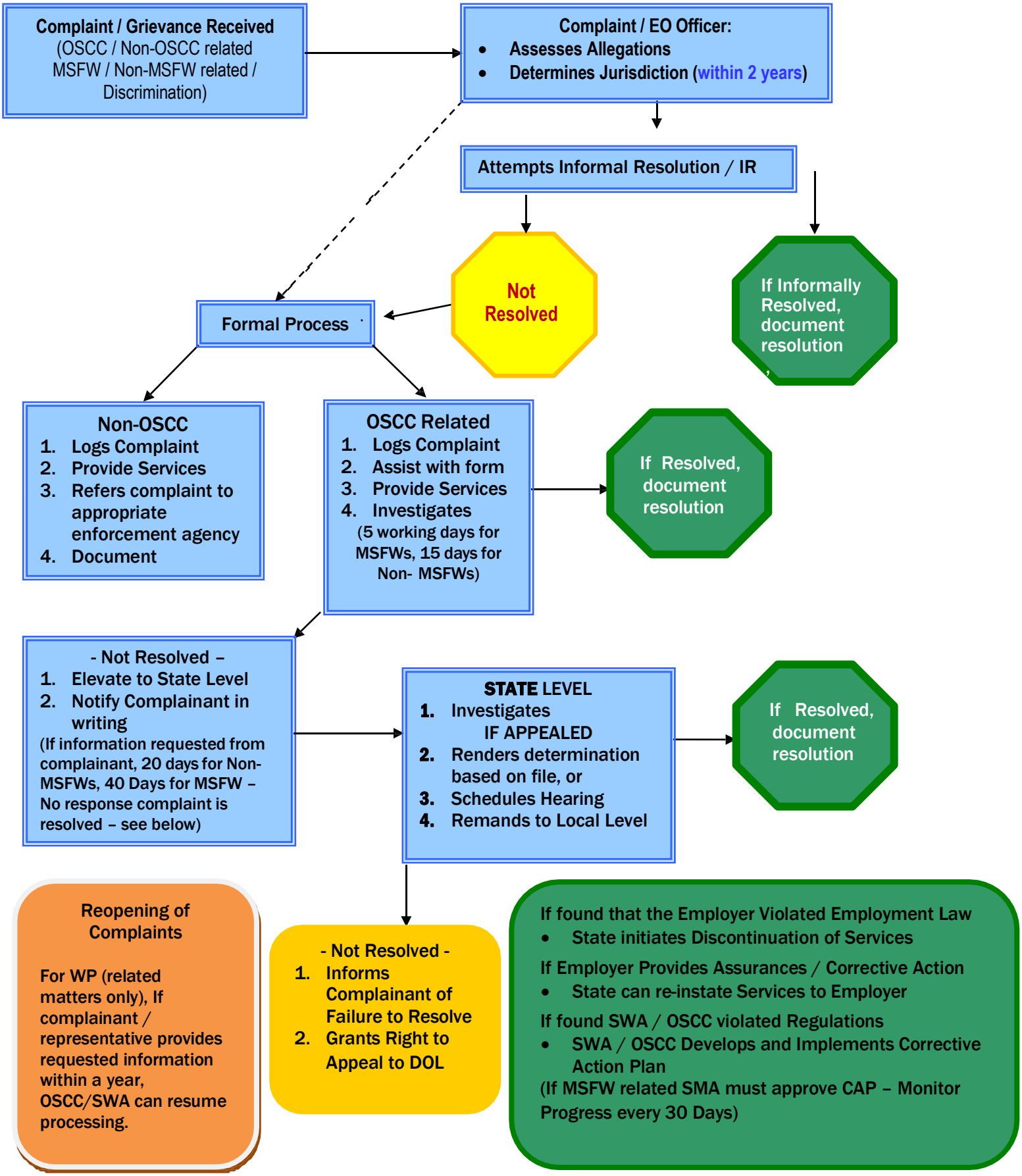Complaint Handling Process Flowchart