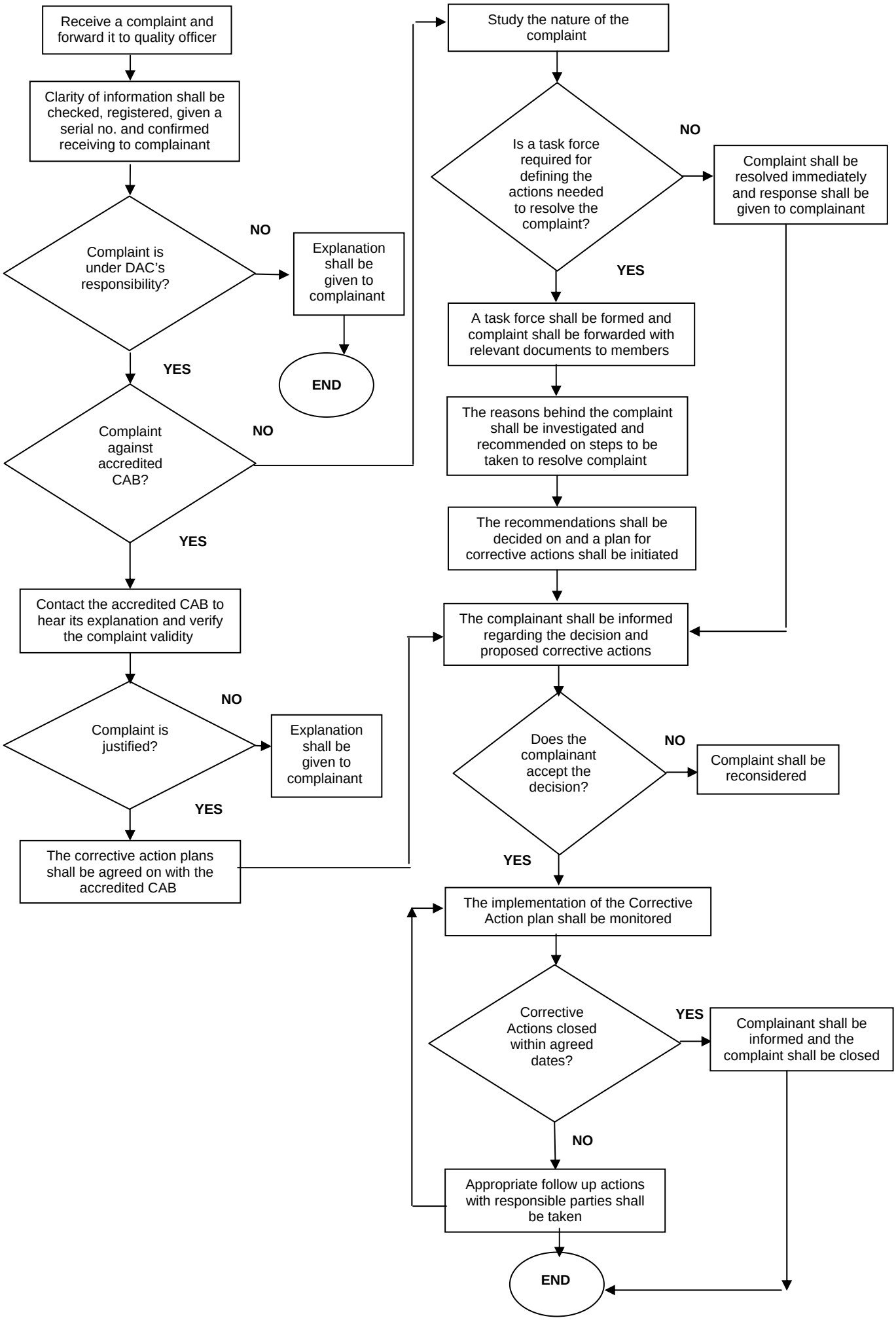HANDLING OF COMPLAINTS FLOWCHART