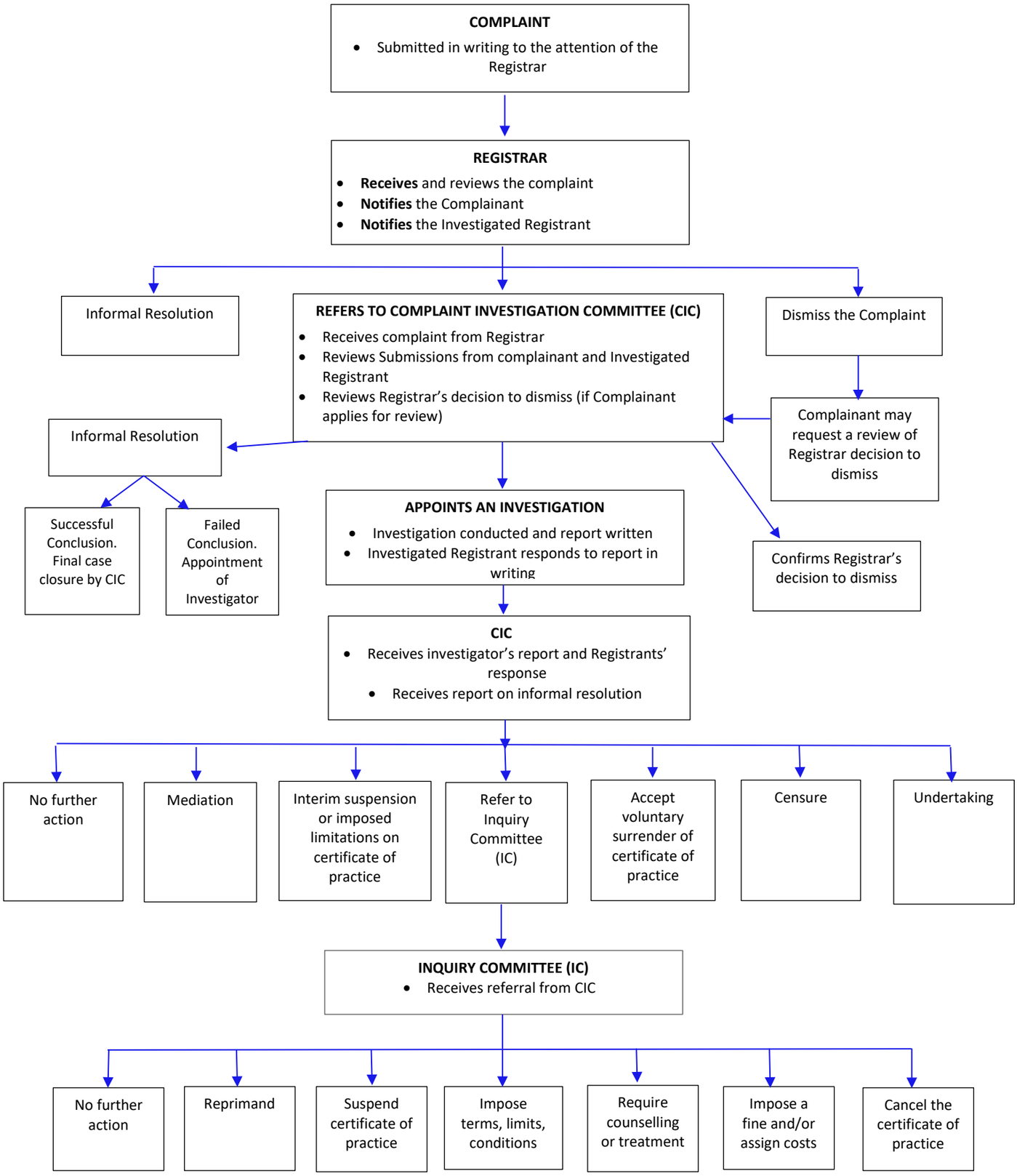PART 2. Complaint Process Flow Chart