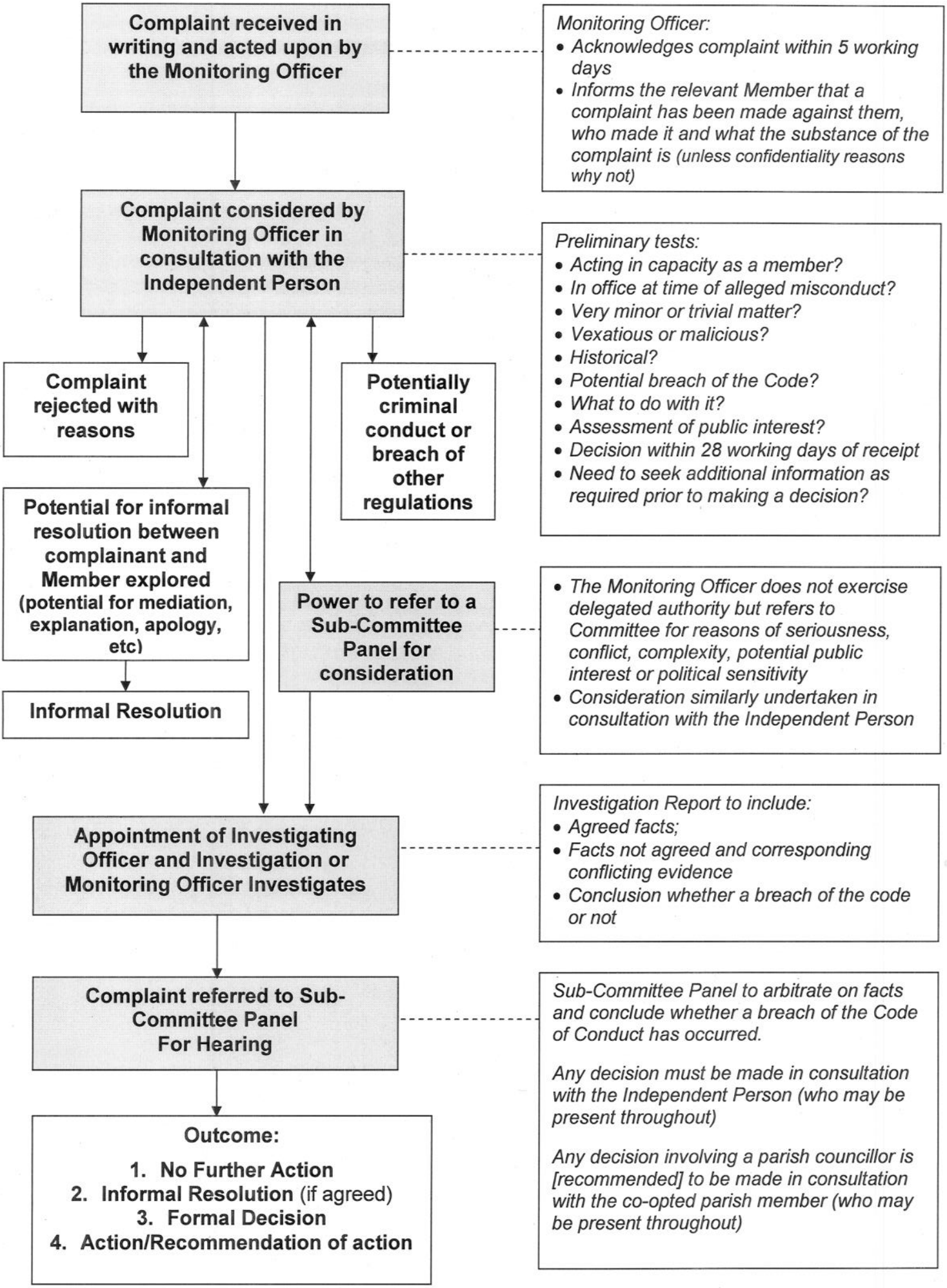Complaints Procedure Flowchart