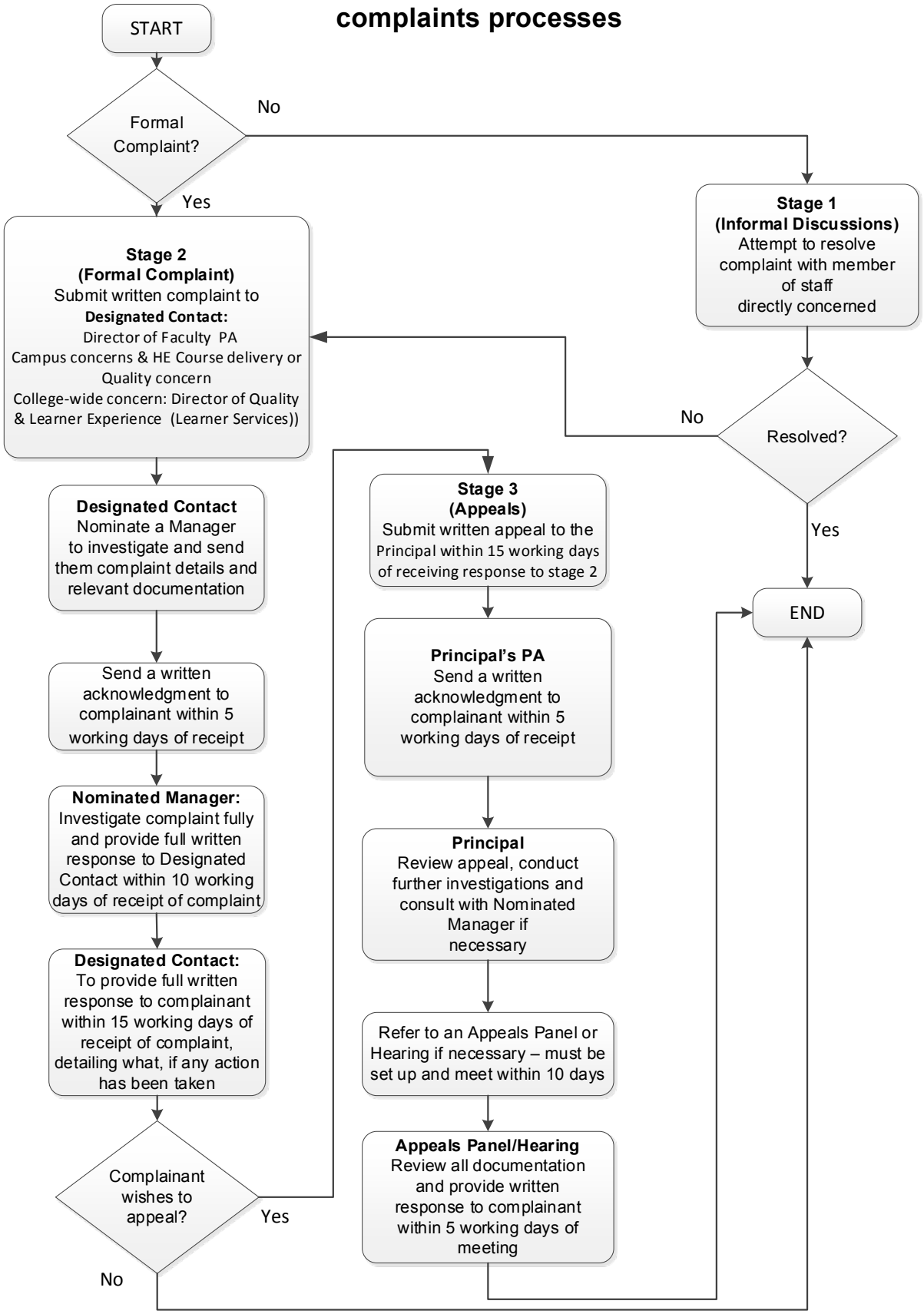Summary Flowchart of complaints processes