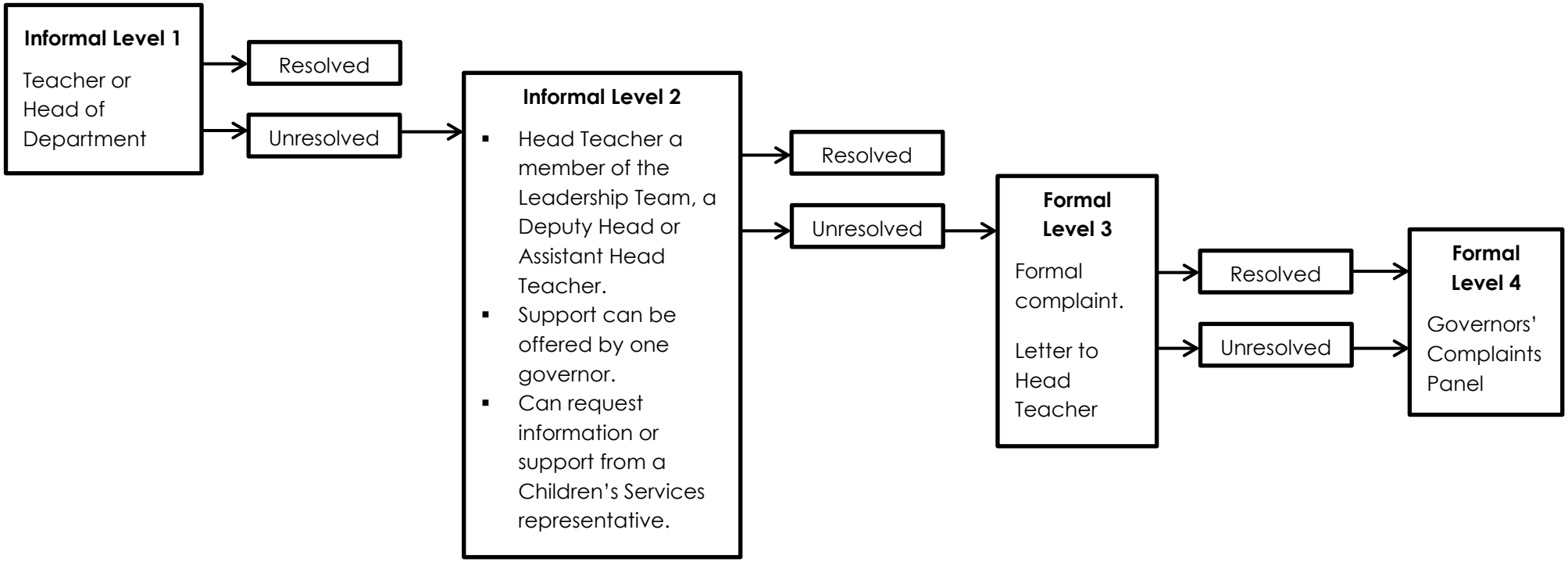Complaints and Appeals Flowchart