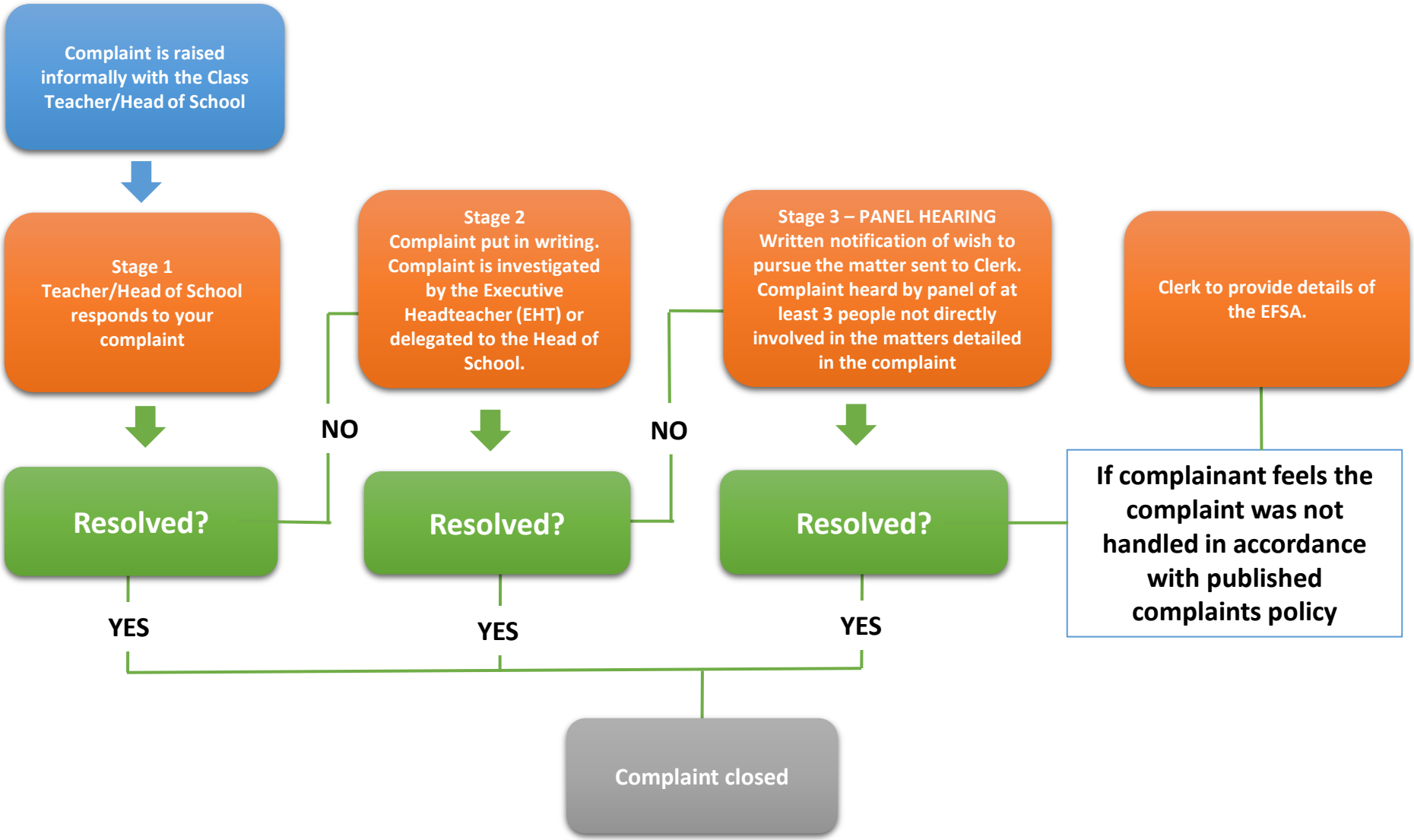Complaints Policy Flow Chart