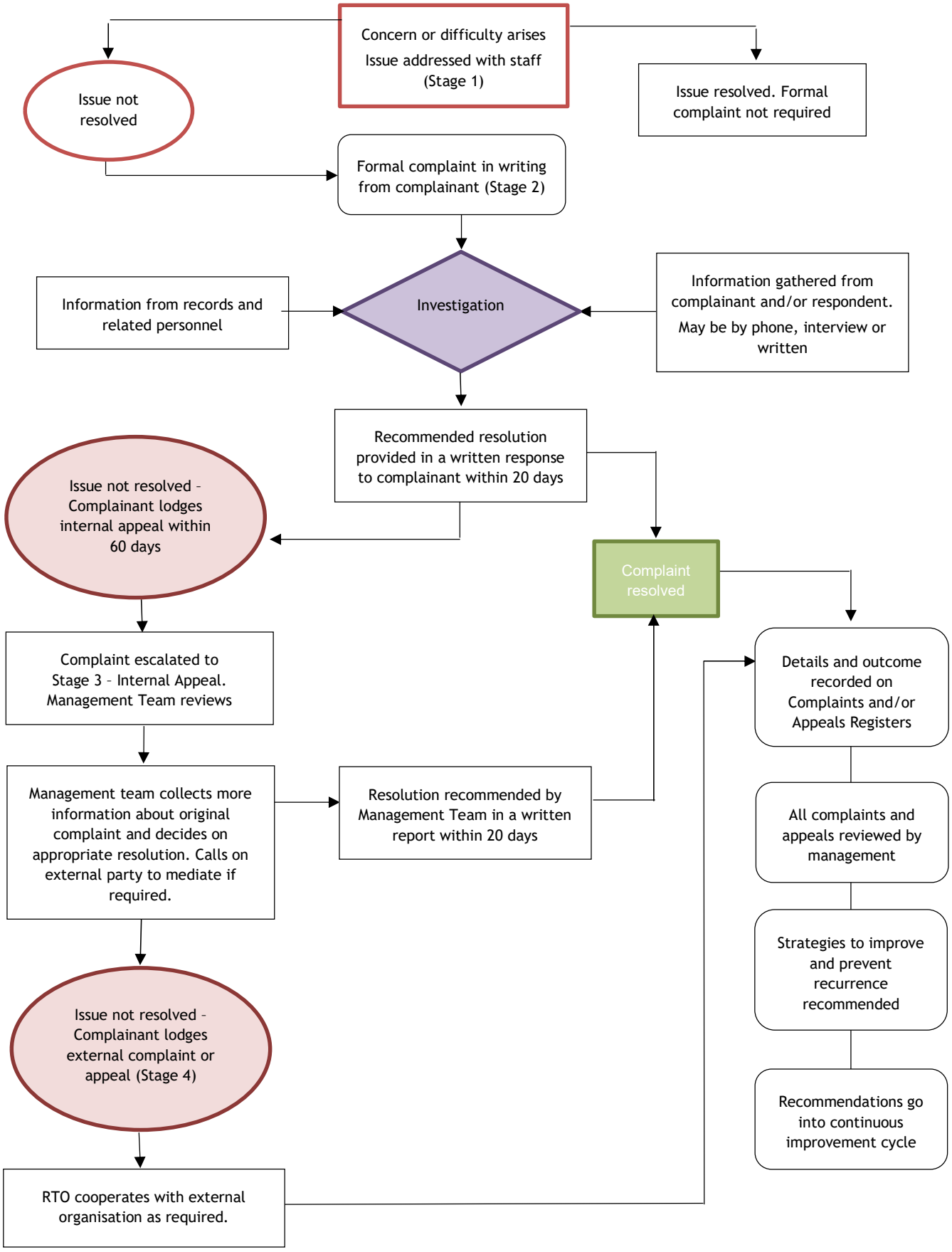# Complaints and Appeals Flowchart