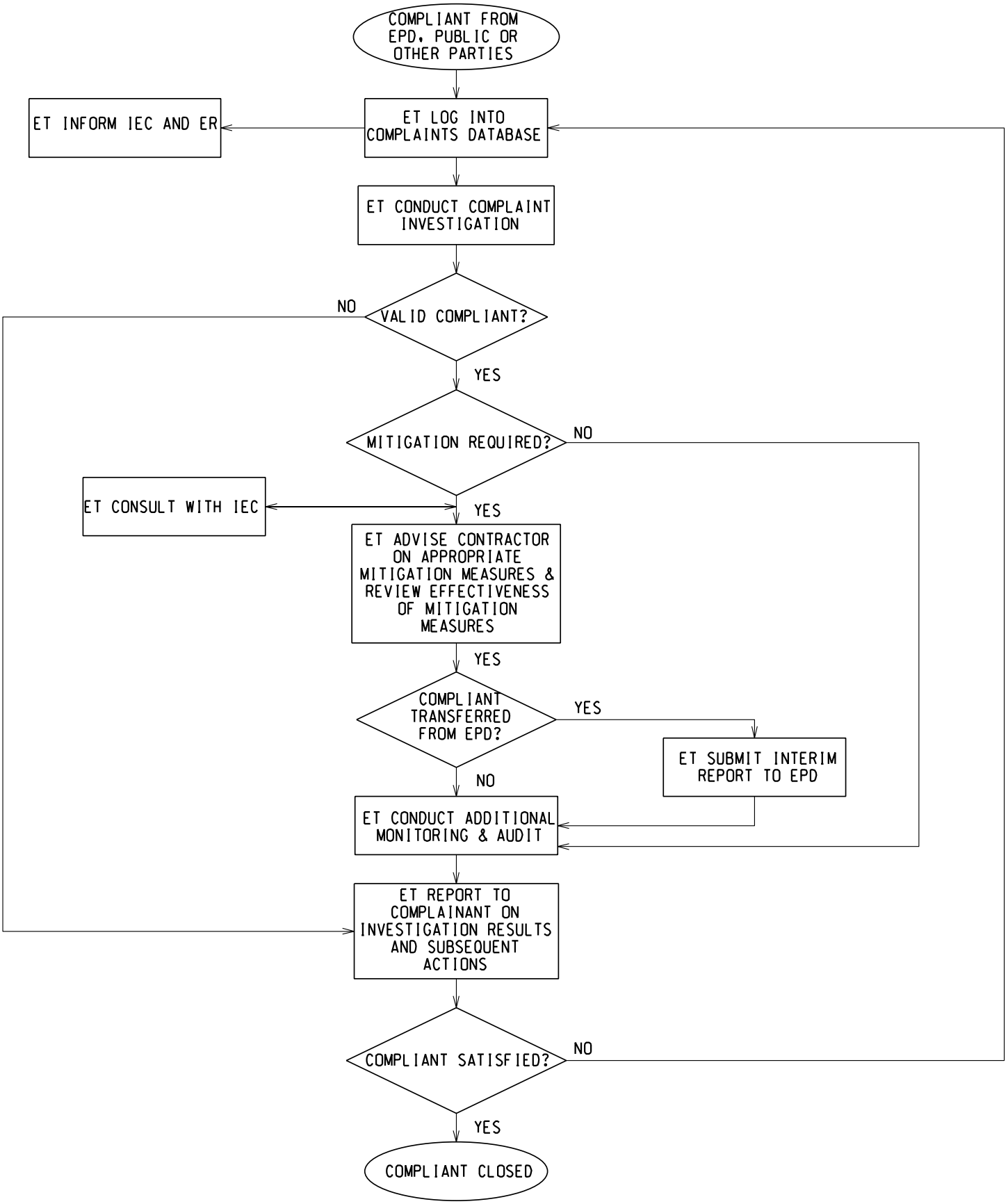FLOW CHART OF COMPLAINT RESPONSE PROCEDURE