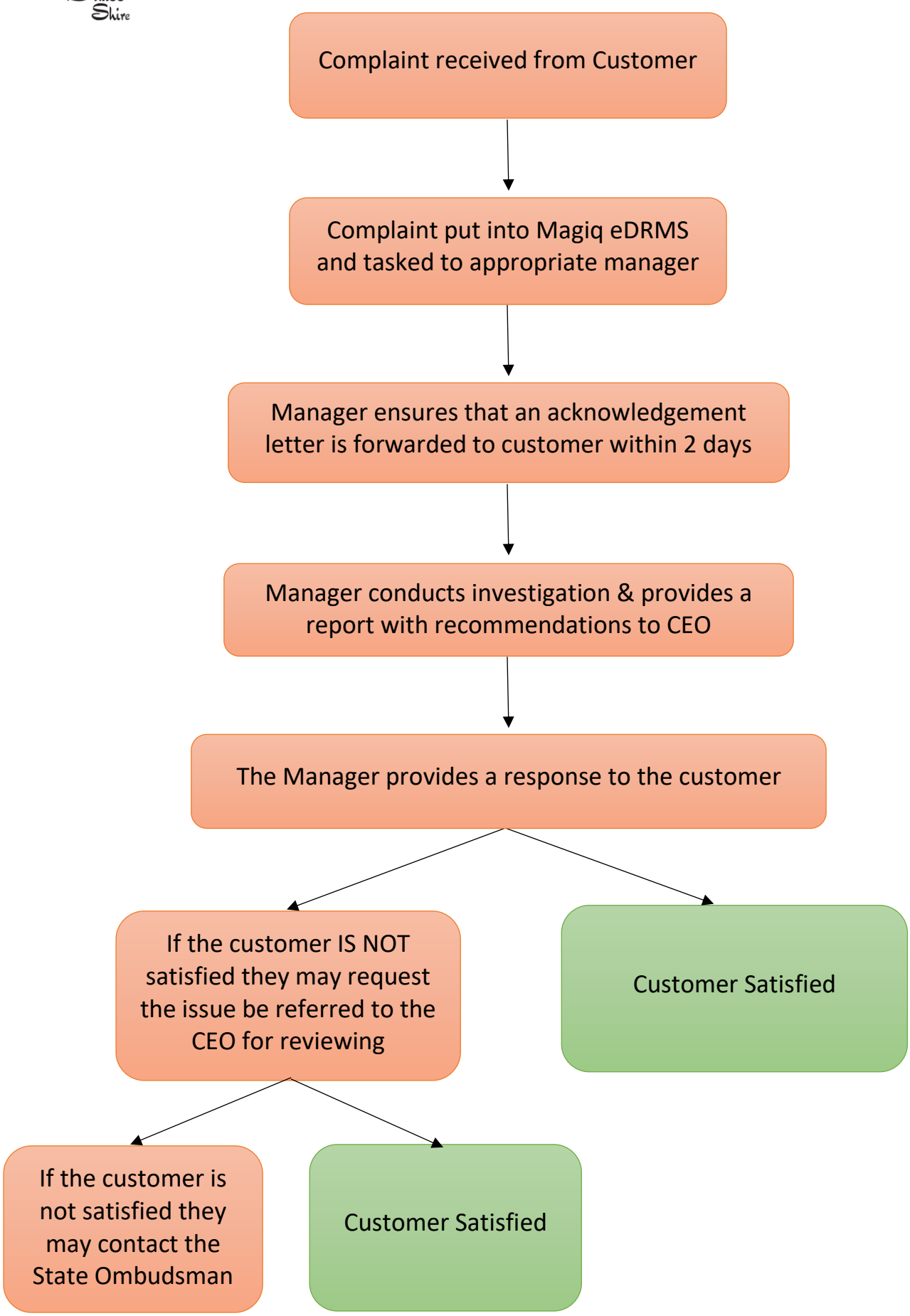Customer Complaint Flowchart