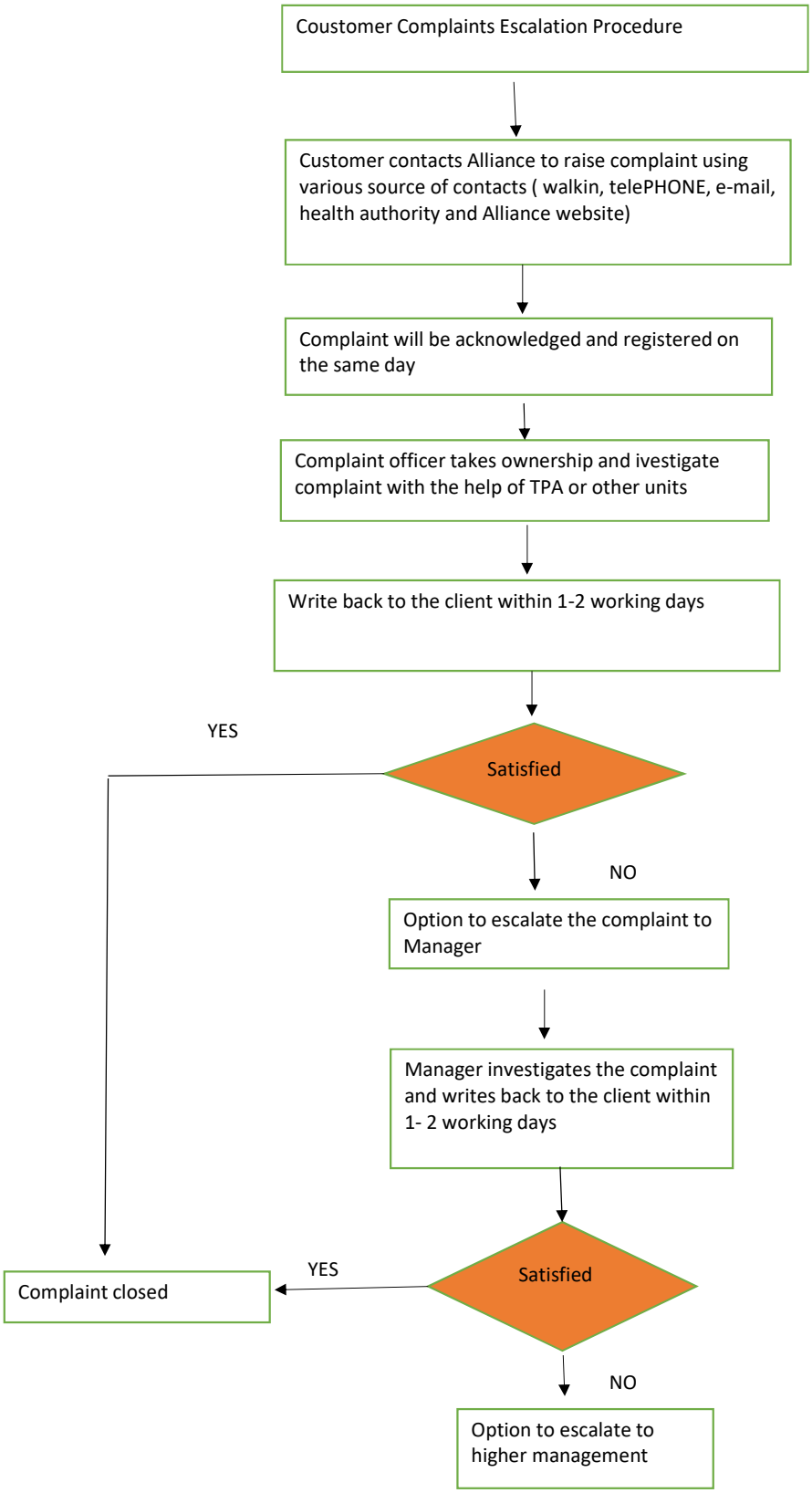COMPLAINT PROCESS FLOW