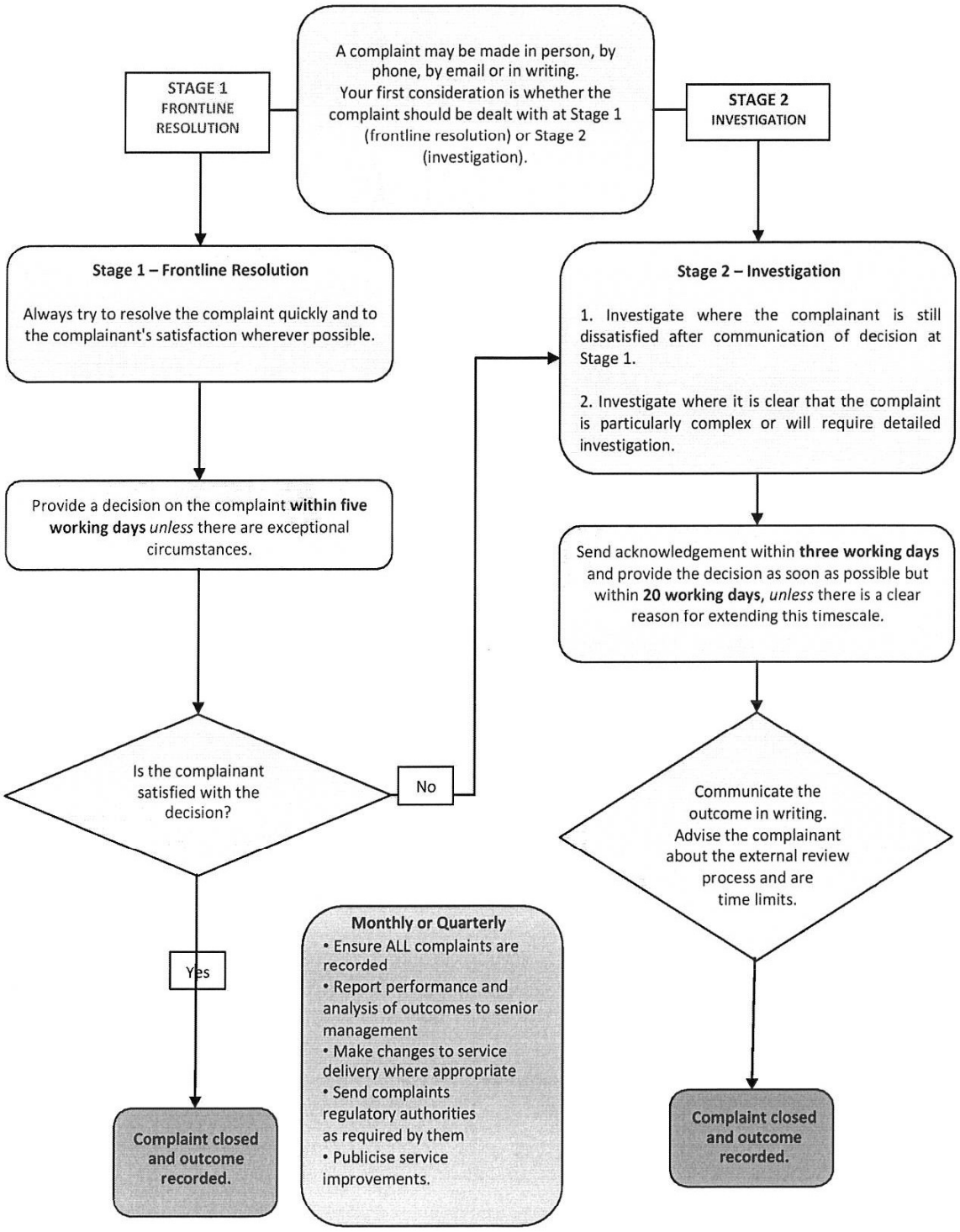Complaints Handling Procedure (Flowchart)