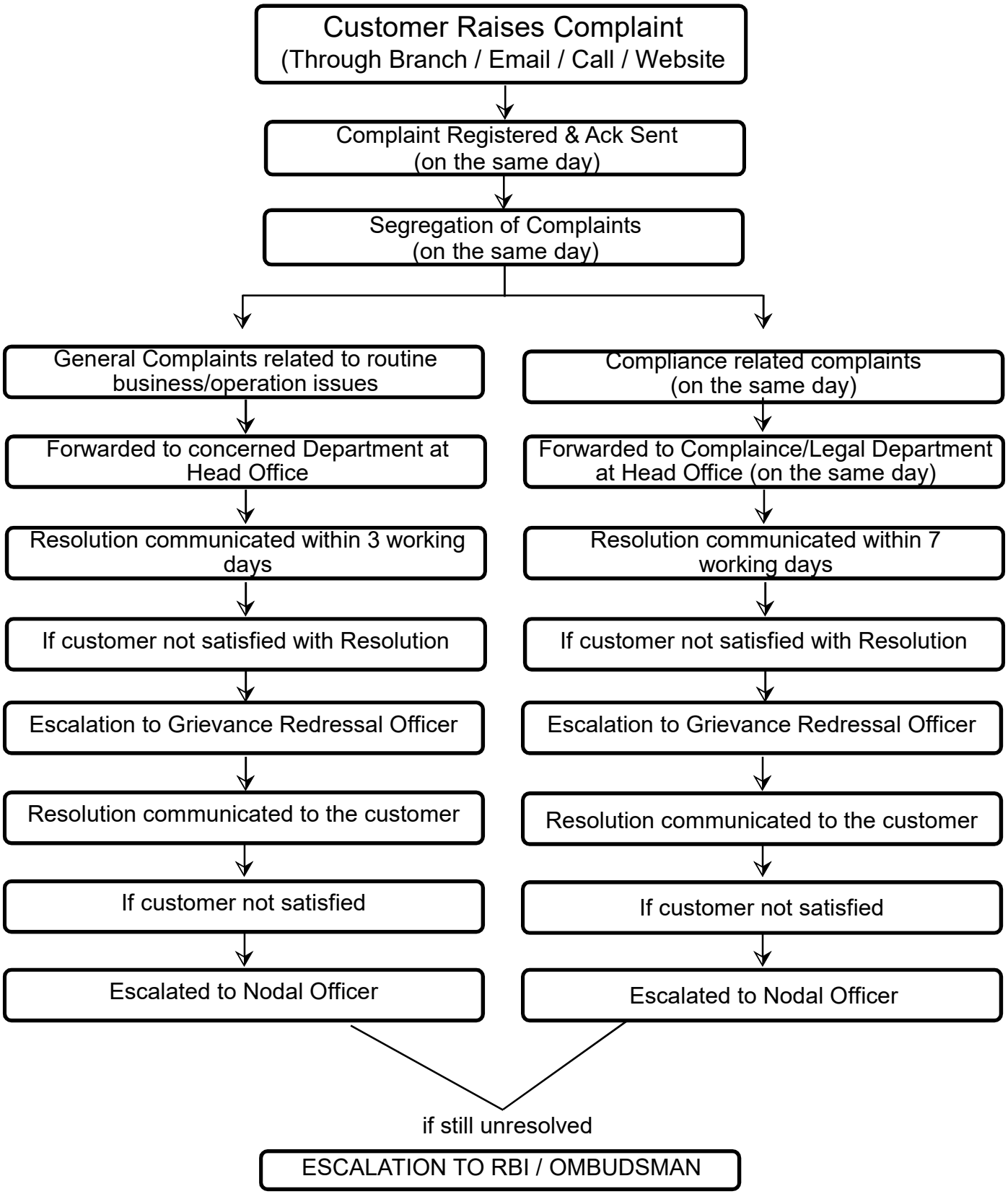CUSTOMER COMPLAINT HANDLING FLOW CHART