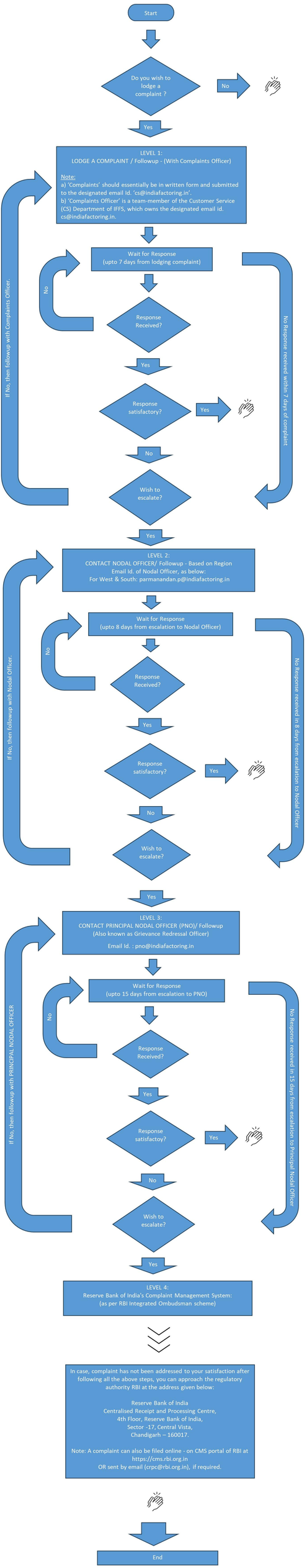FLOWCHART - Customer Complaints.