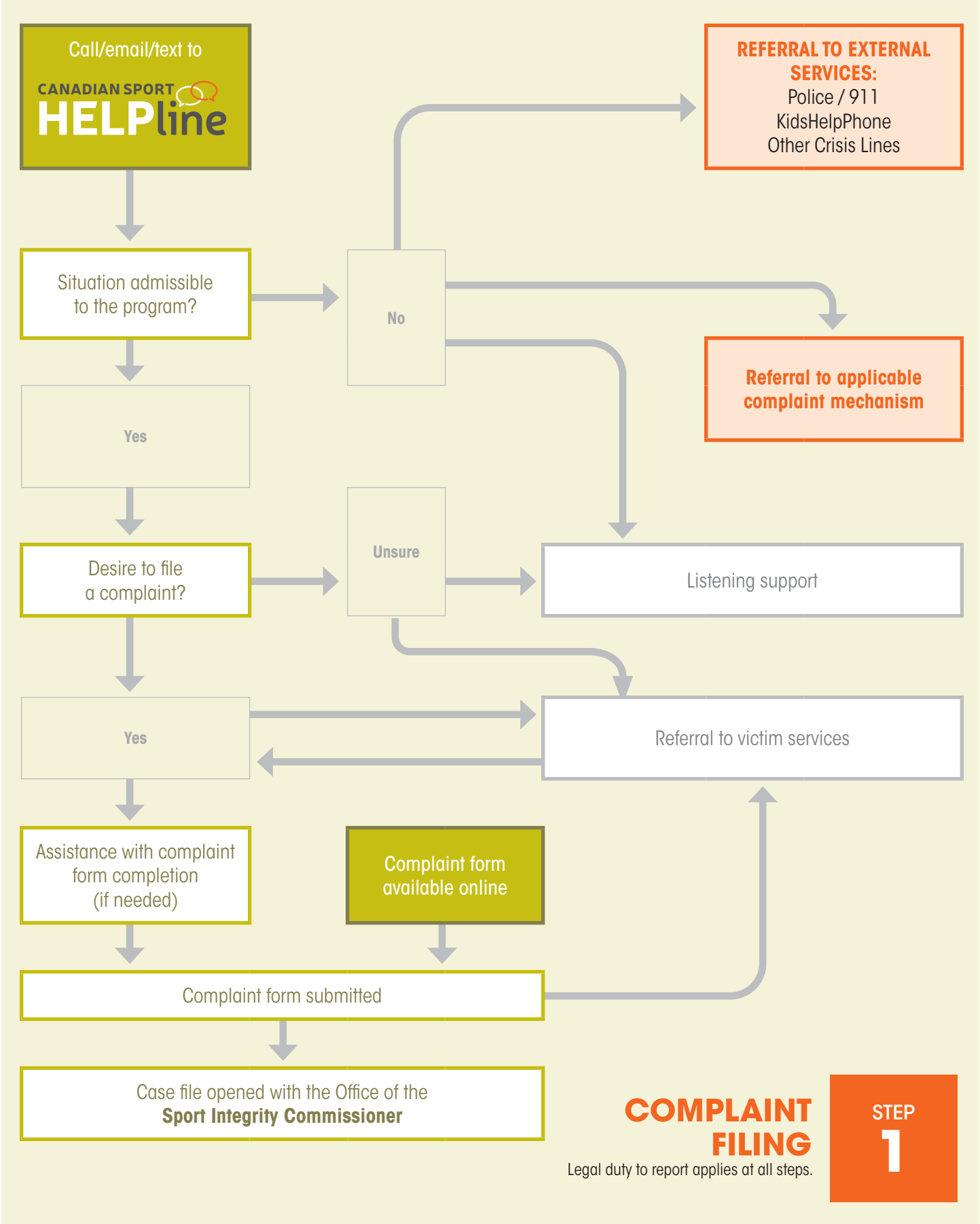Proposed Complaint Management Process