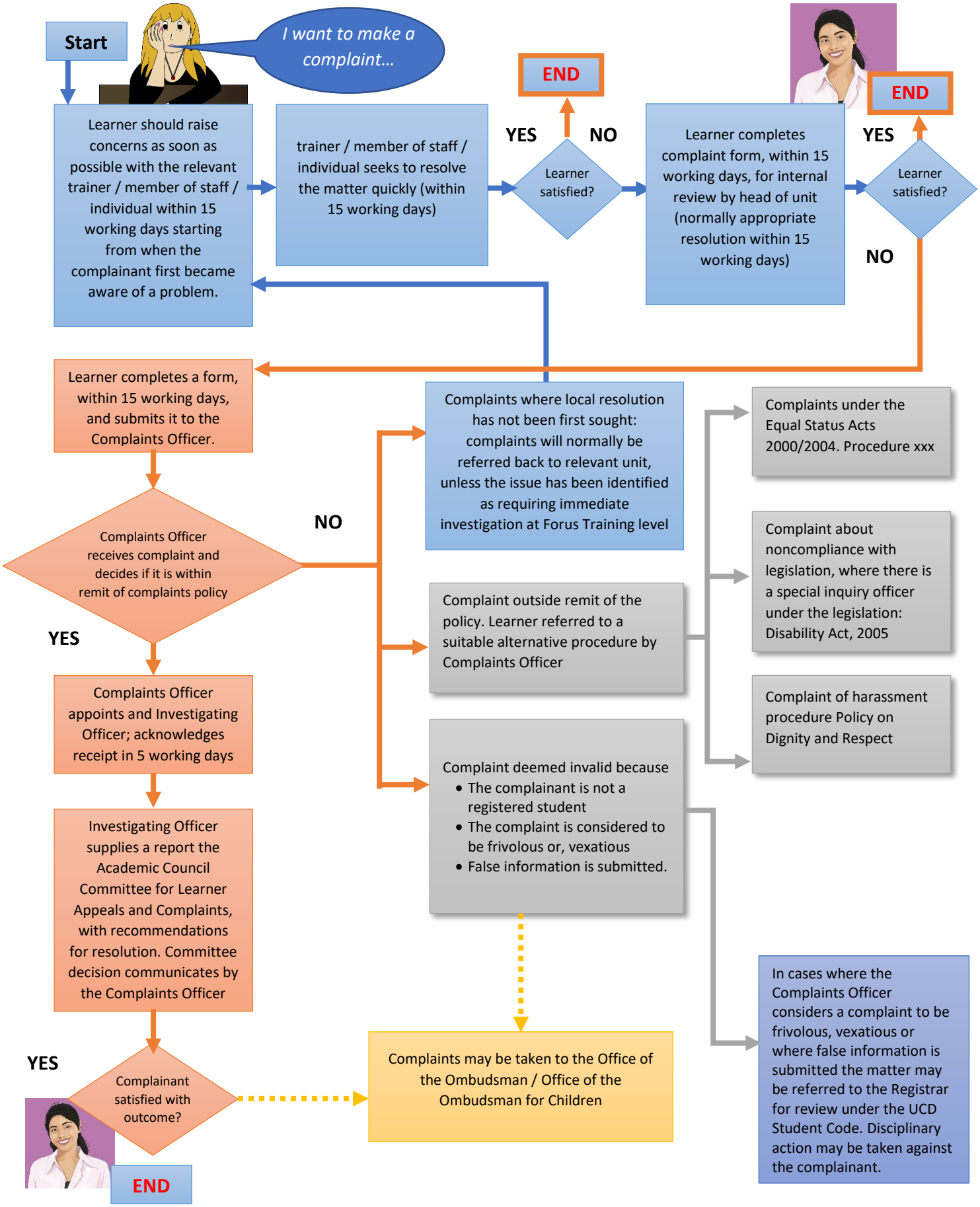# P9 S13 C1 Complaint Procedure Flow-Chart