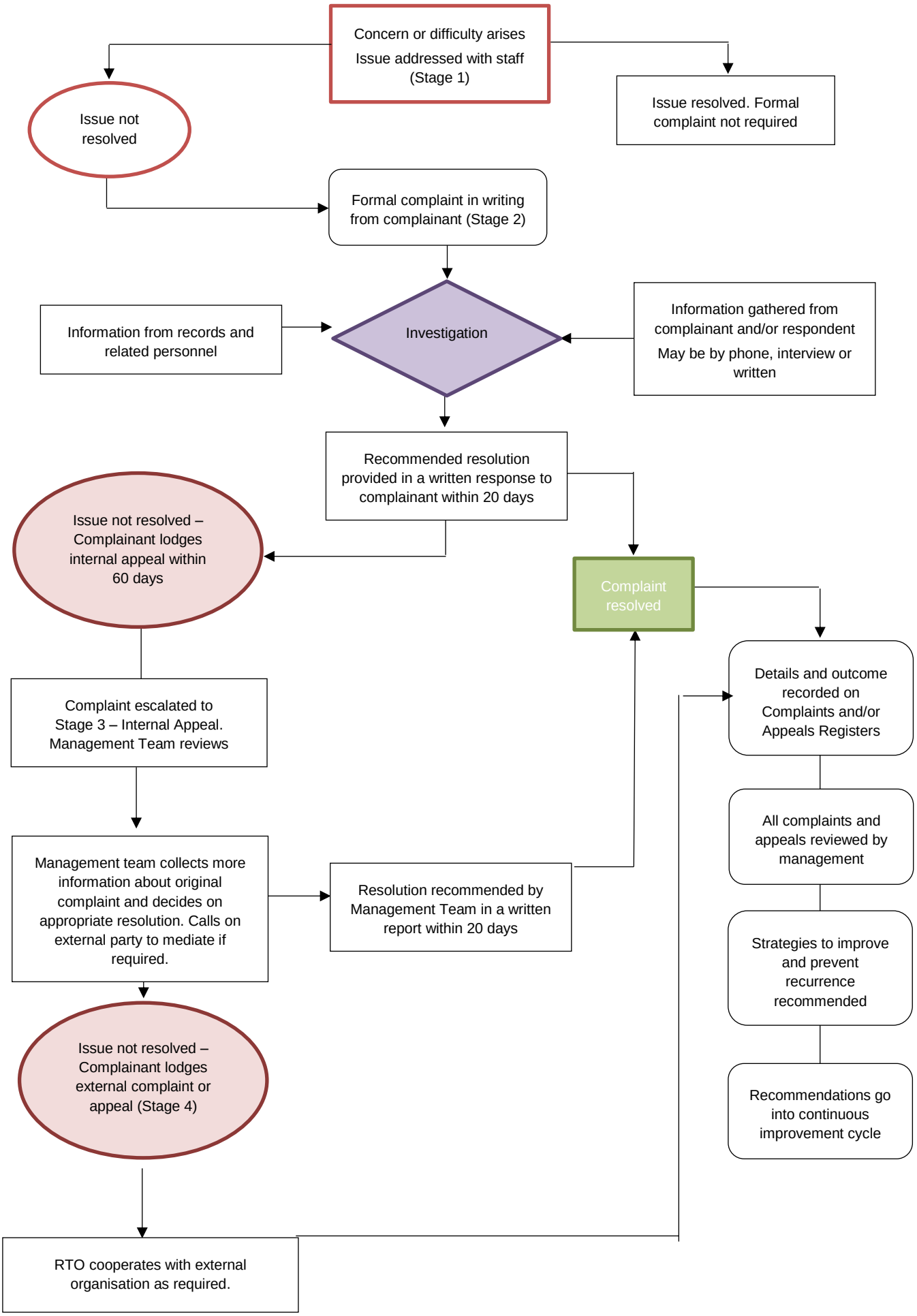SC4.3 Complaints and Appeals Flowchart