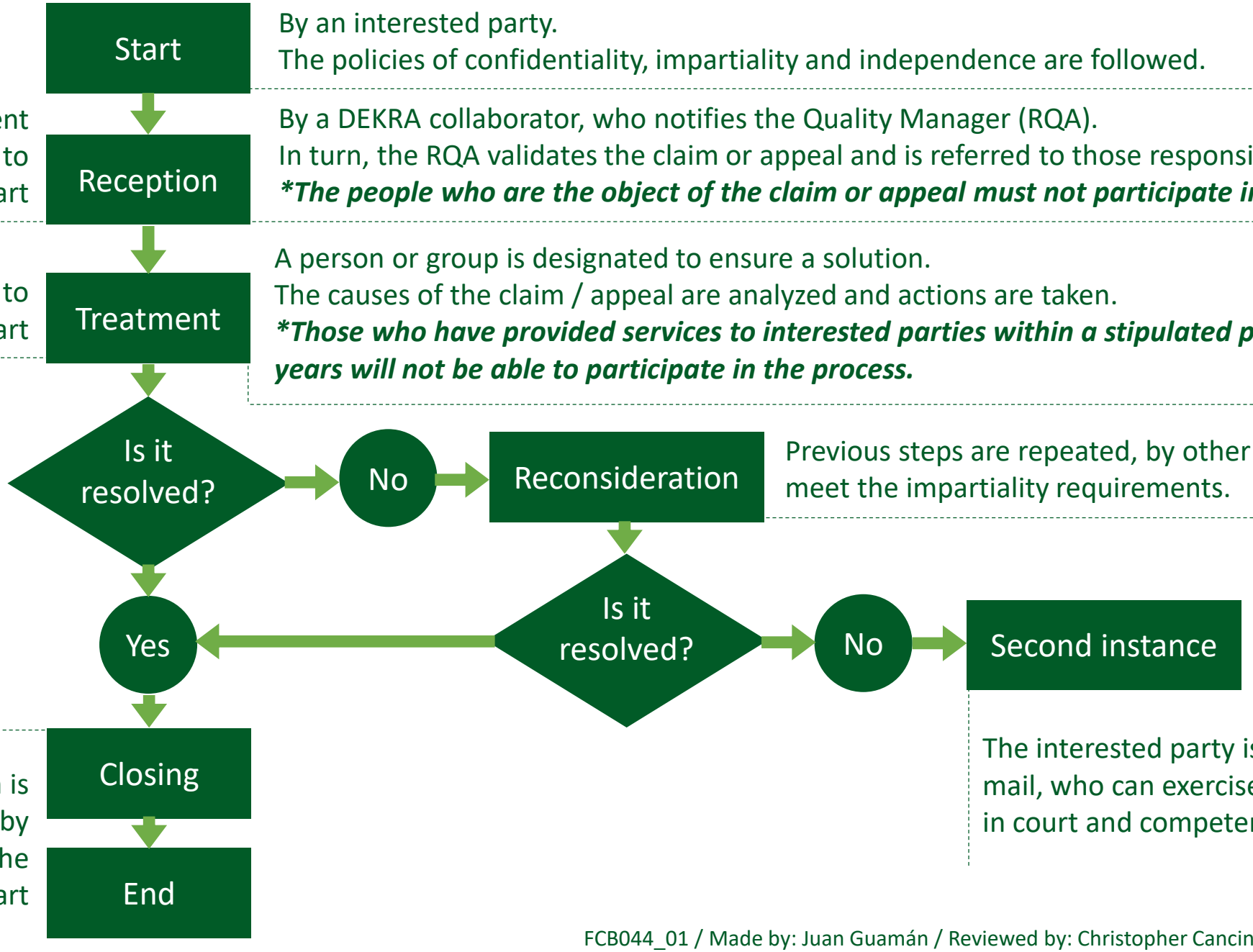Flowchart / Complaints and Appeals Treatment Process