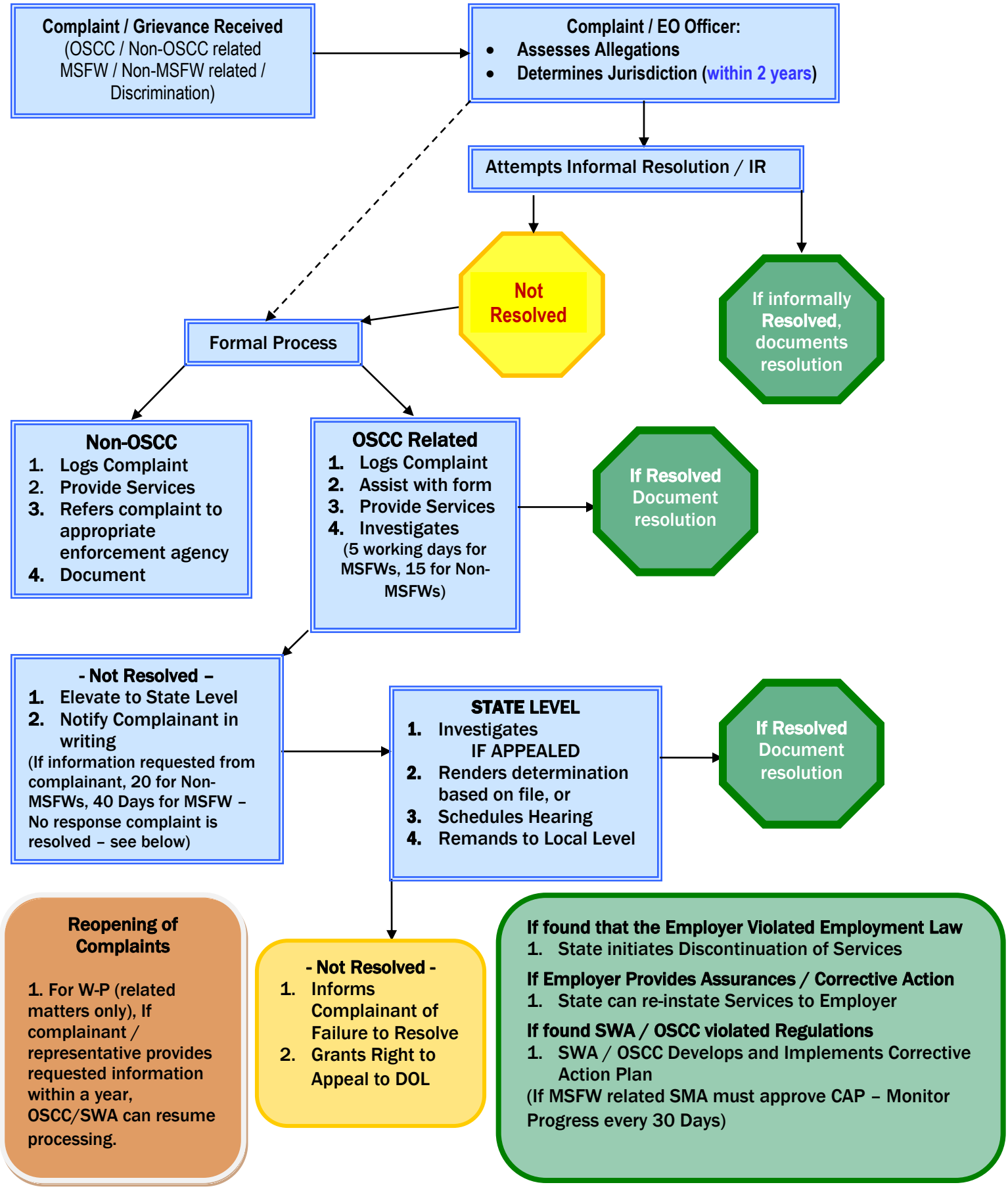
Attachment C1

Complaint Handling Process Flowchart