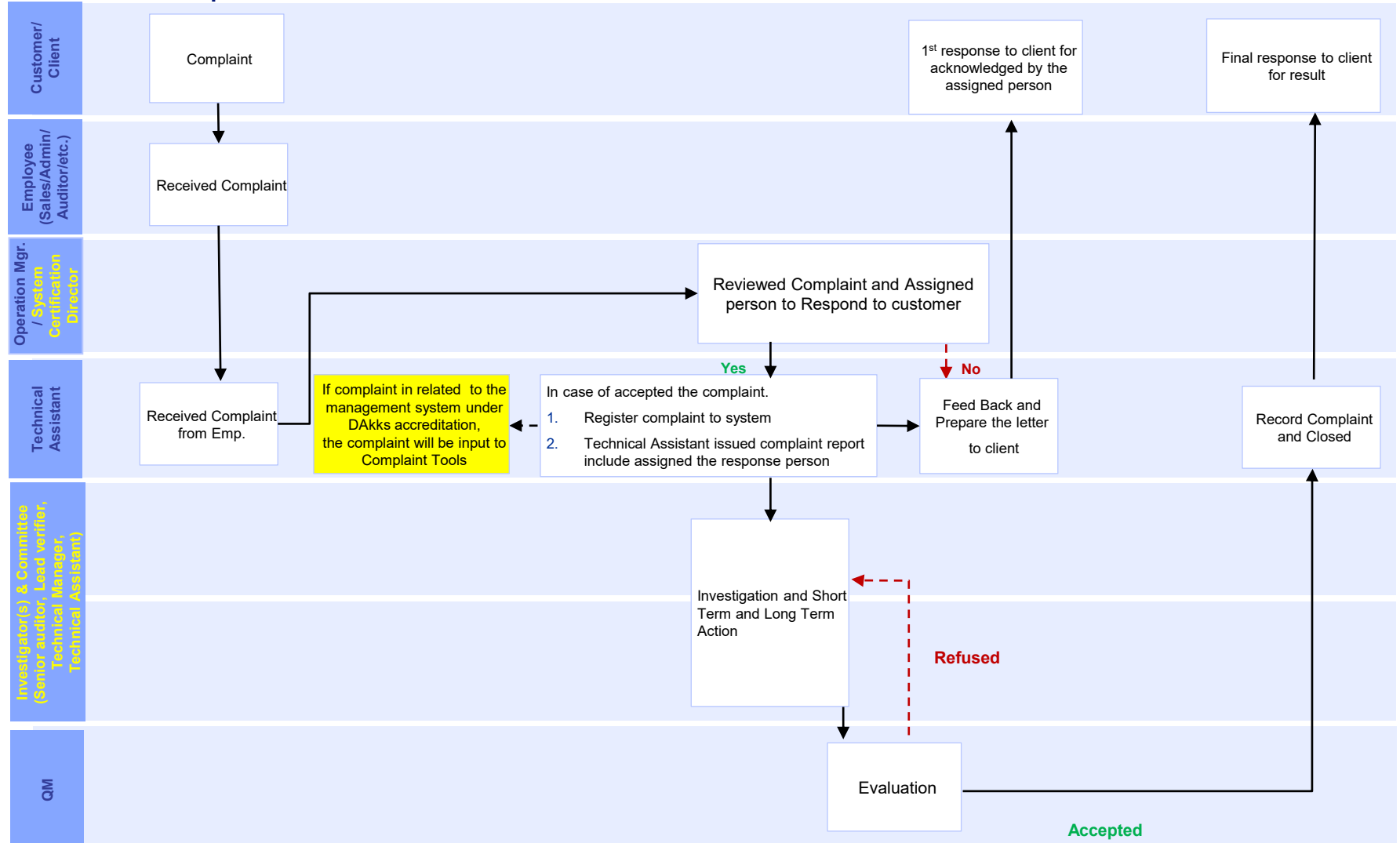


**Work Flow of Complaint Process**



**Work Flow of Appeal Process**

