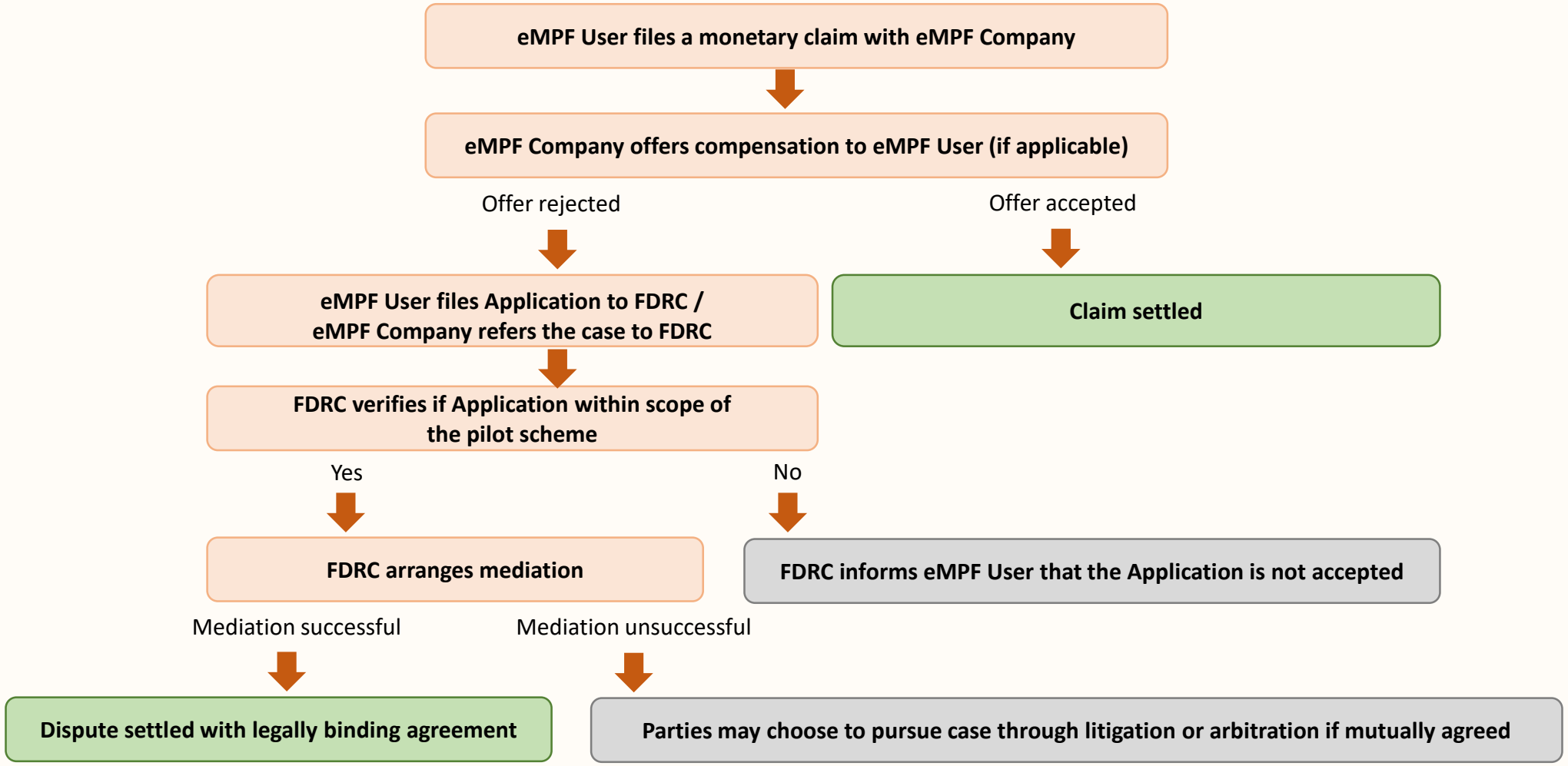Flow chart of complaint and mediation