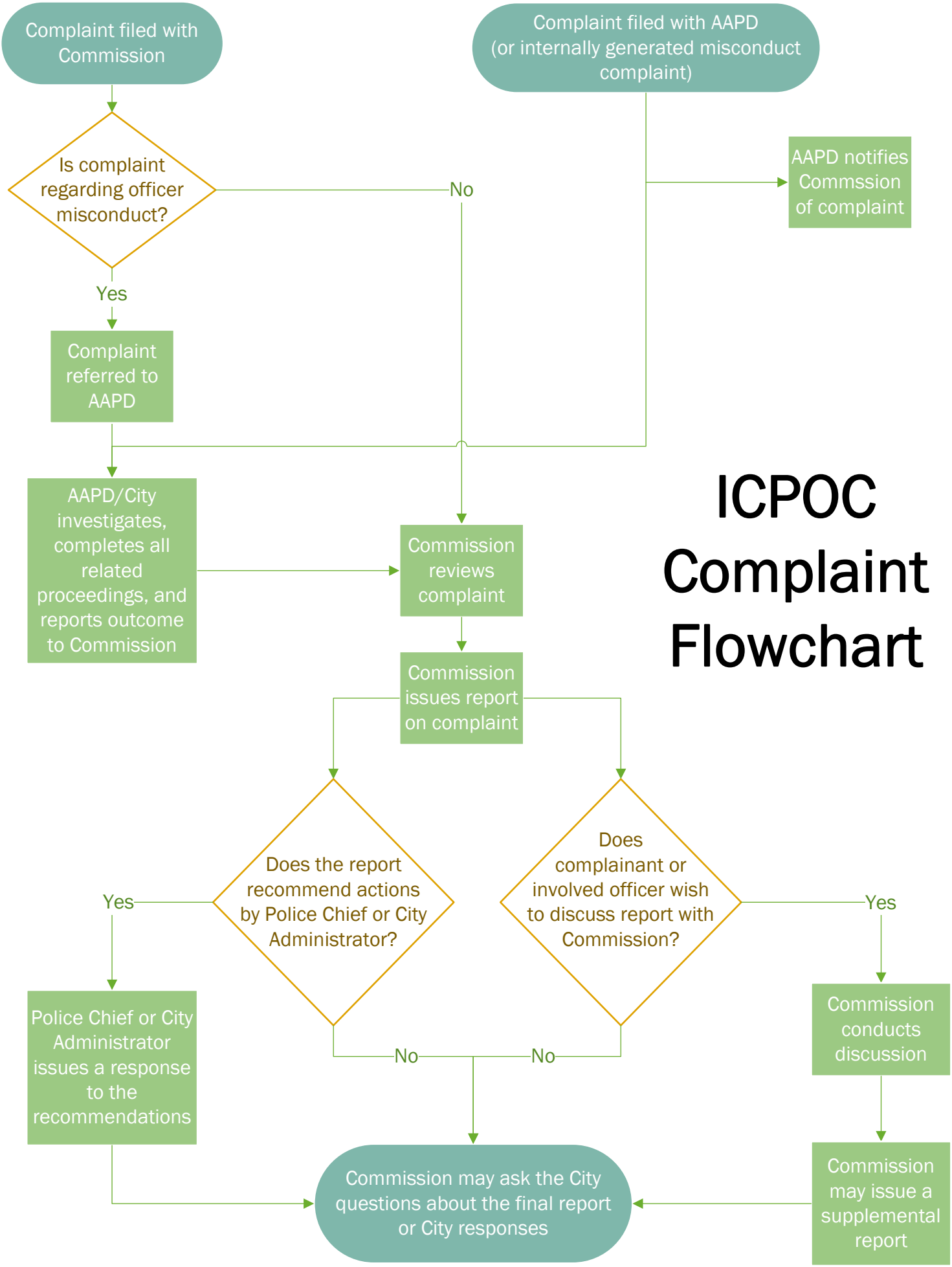ICPOC Complaint Flowchart