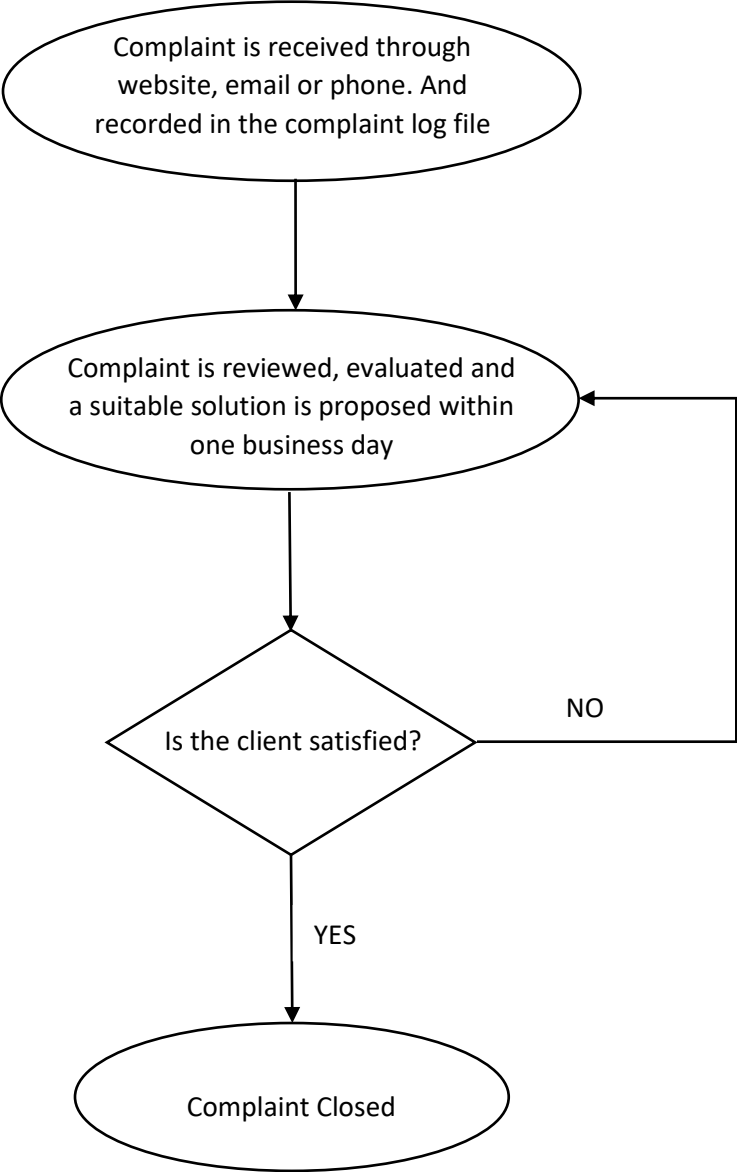


Complaints Flowchart



Minor issues are sorted immediately without following the above complaint workflow.