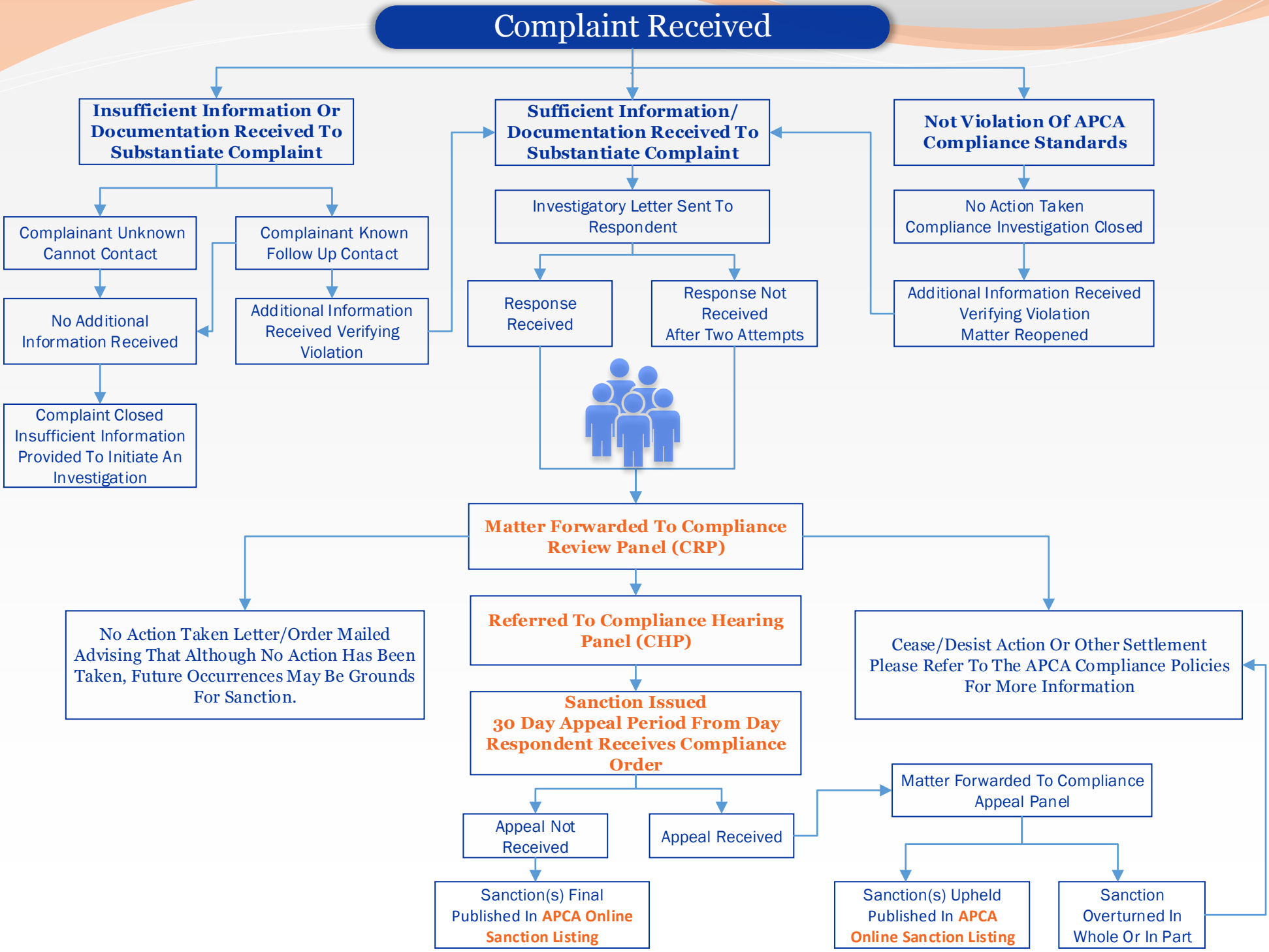Compliance Complaint Review Flowchart