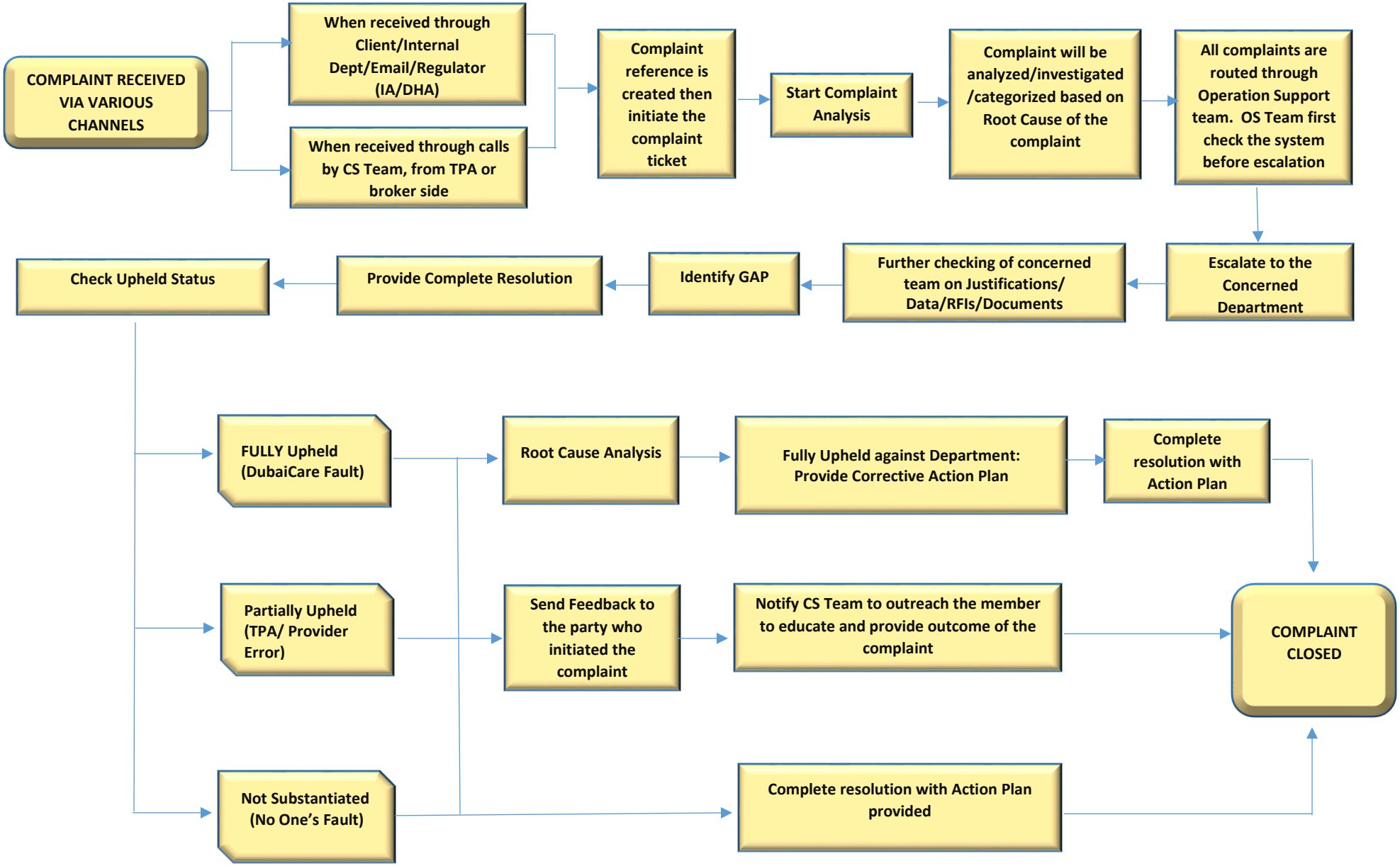COMPLAINT RESOLUTION PROCESS FLOW MAP – OPERATION SUPPORT TEAM