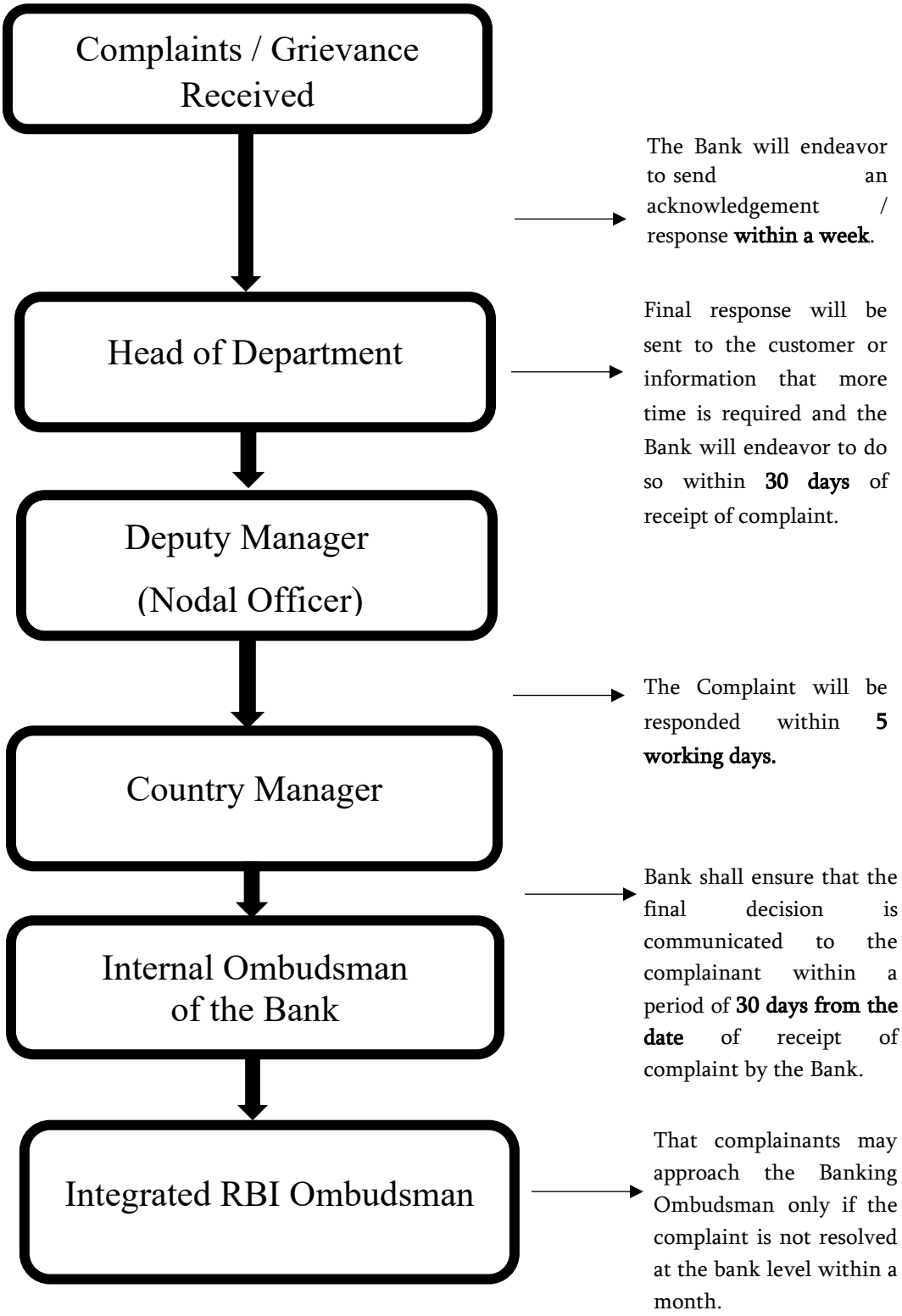Process flow for lodging a complaint