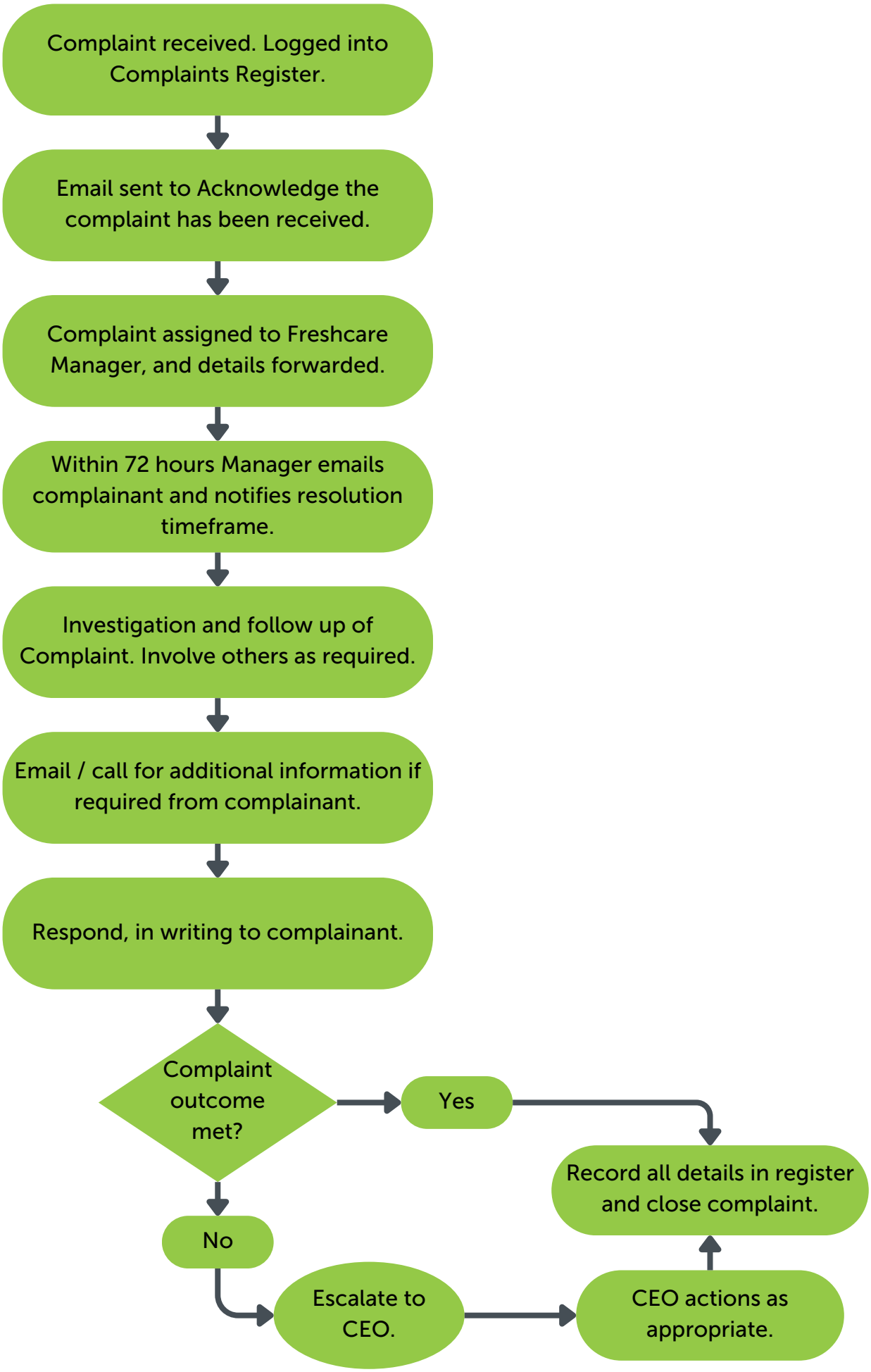Freshcare Complaints Management Flowchart