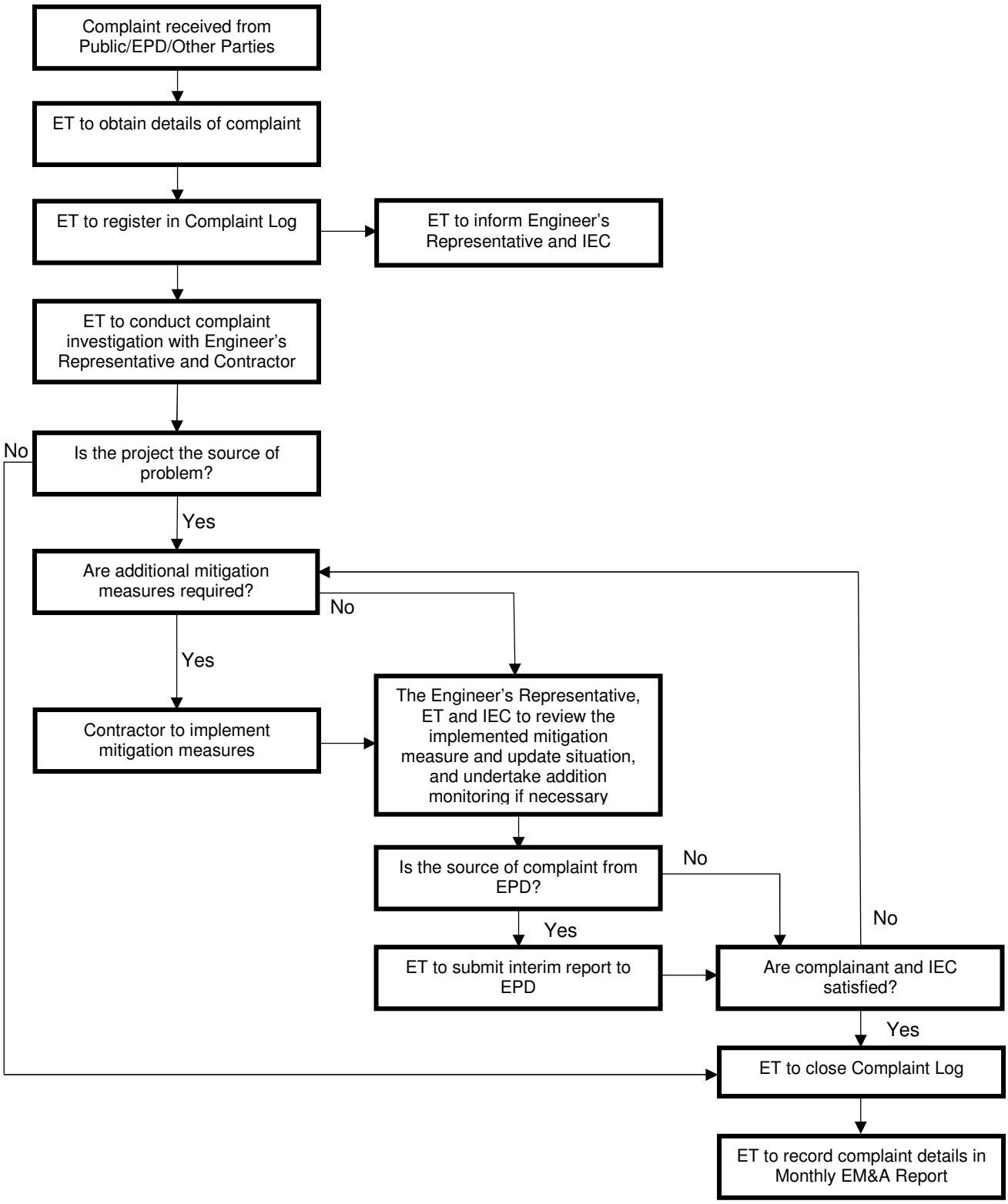Appendix 9-1 Flow Chat of Complaint Response Procedures