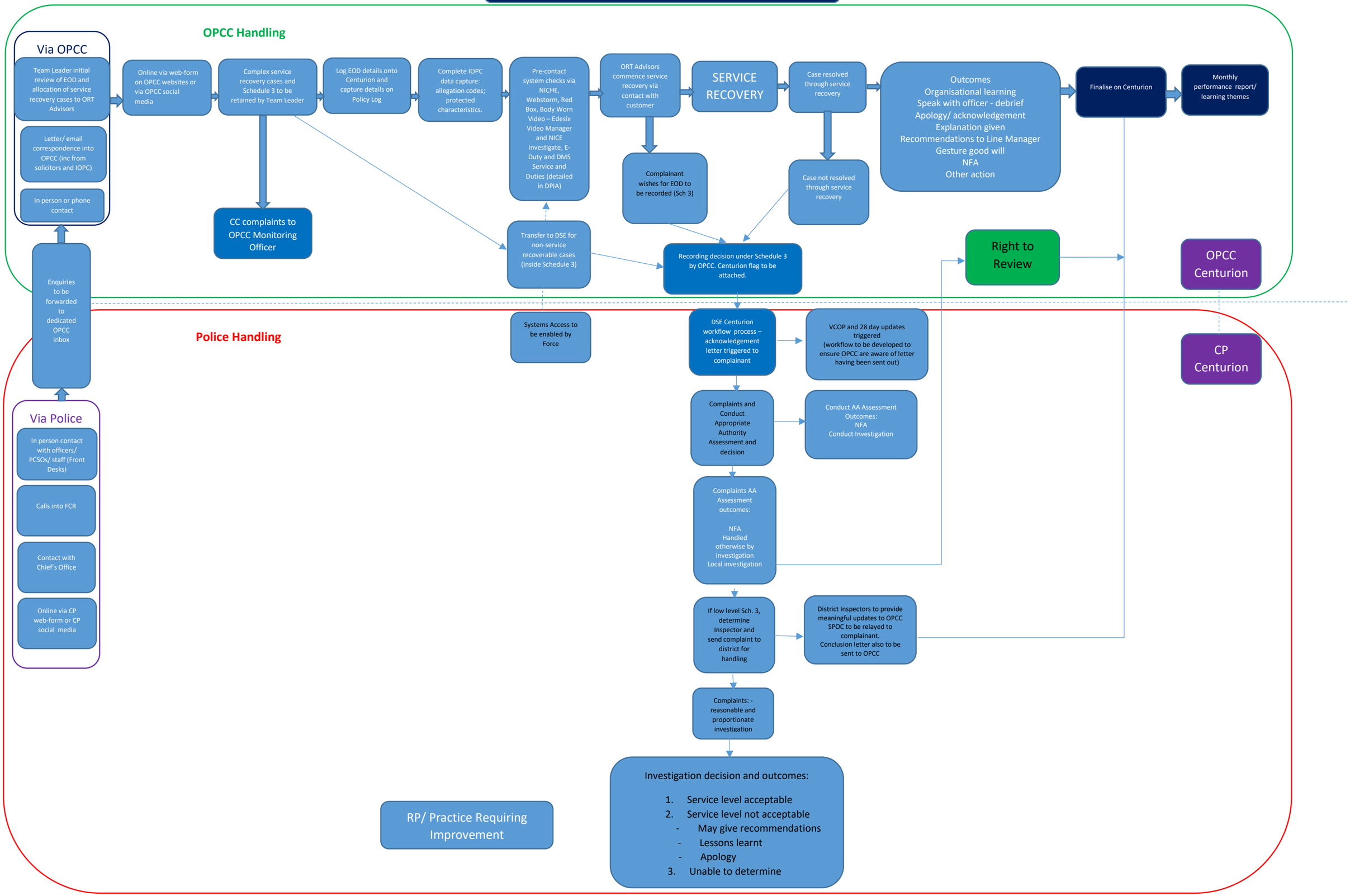
o

Complaints Model 3 process and data flow map