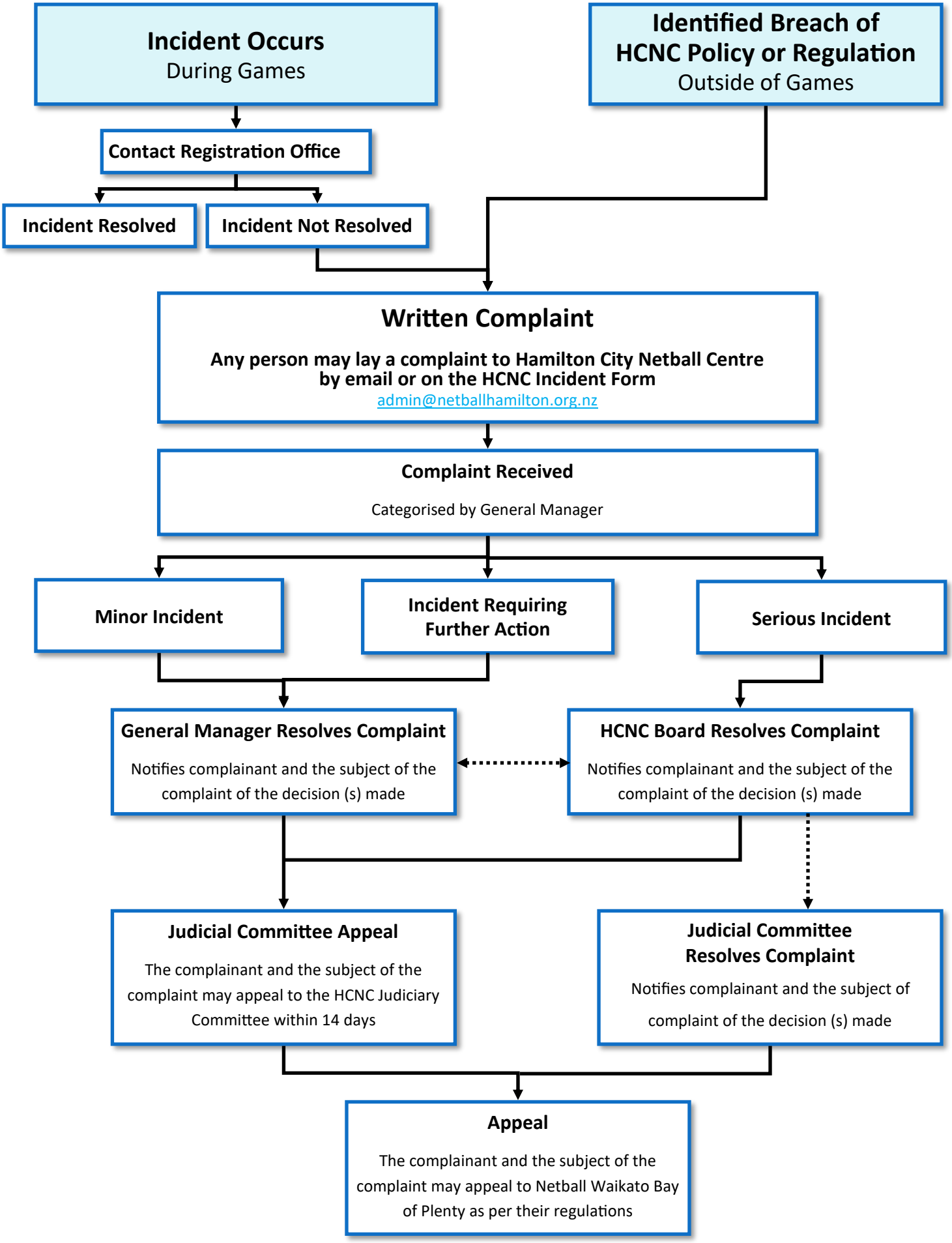HCNC Complaints Process Chart