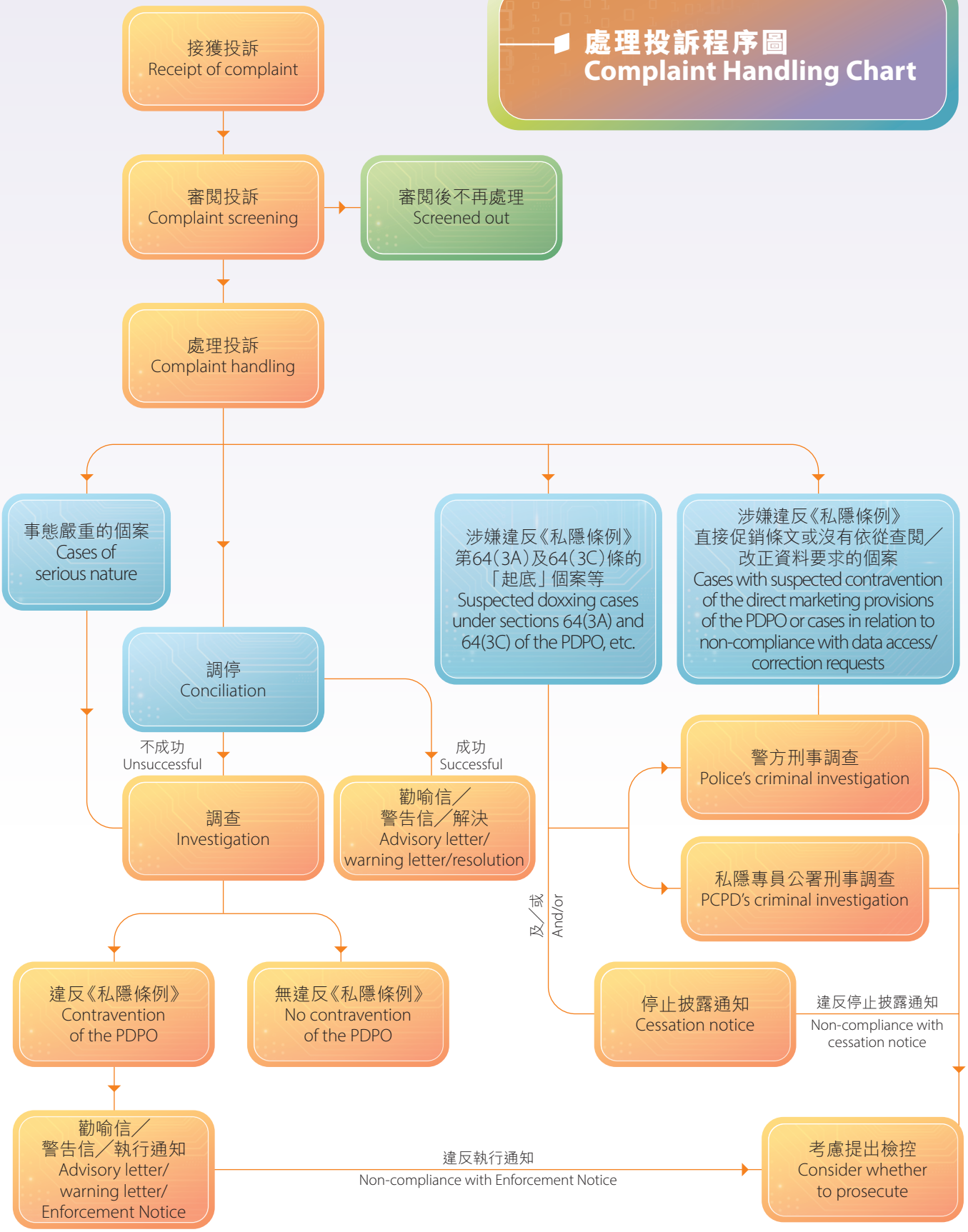處理投訴程序圖
Complaint Handling Chart