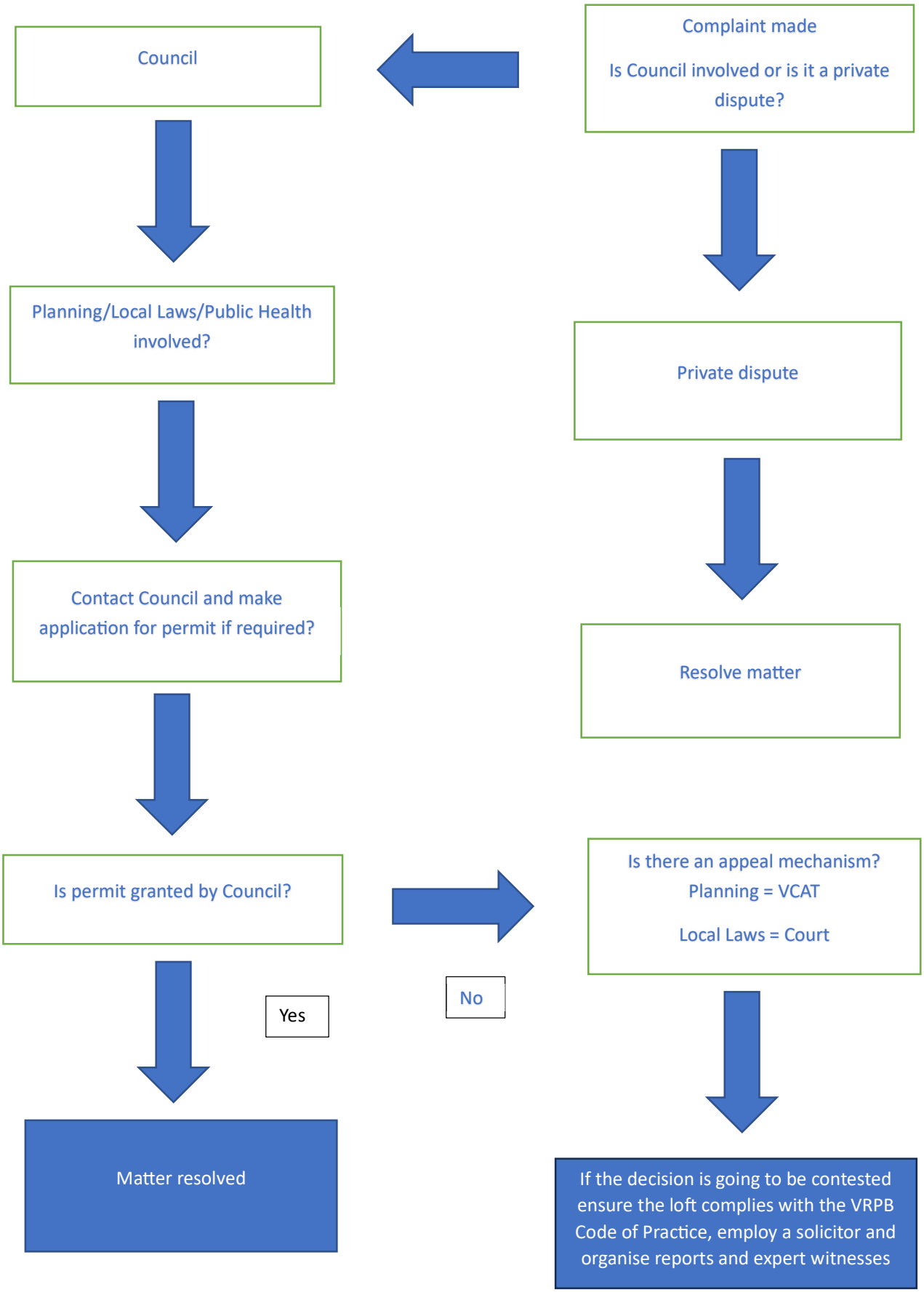

VRPB Complaint Flow Chart 290923