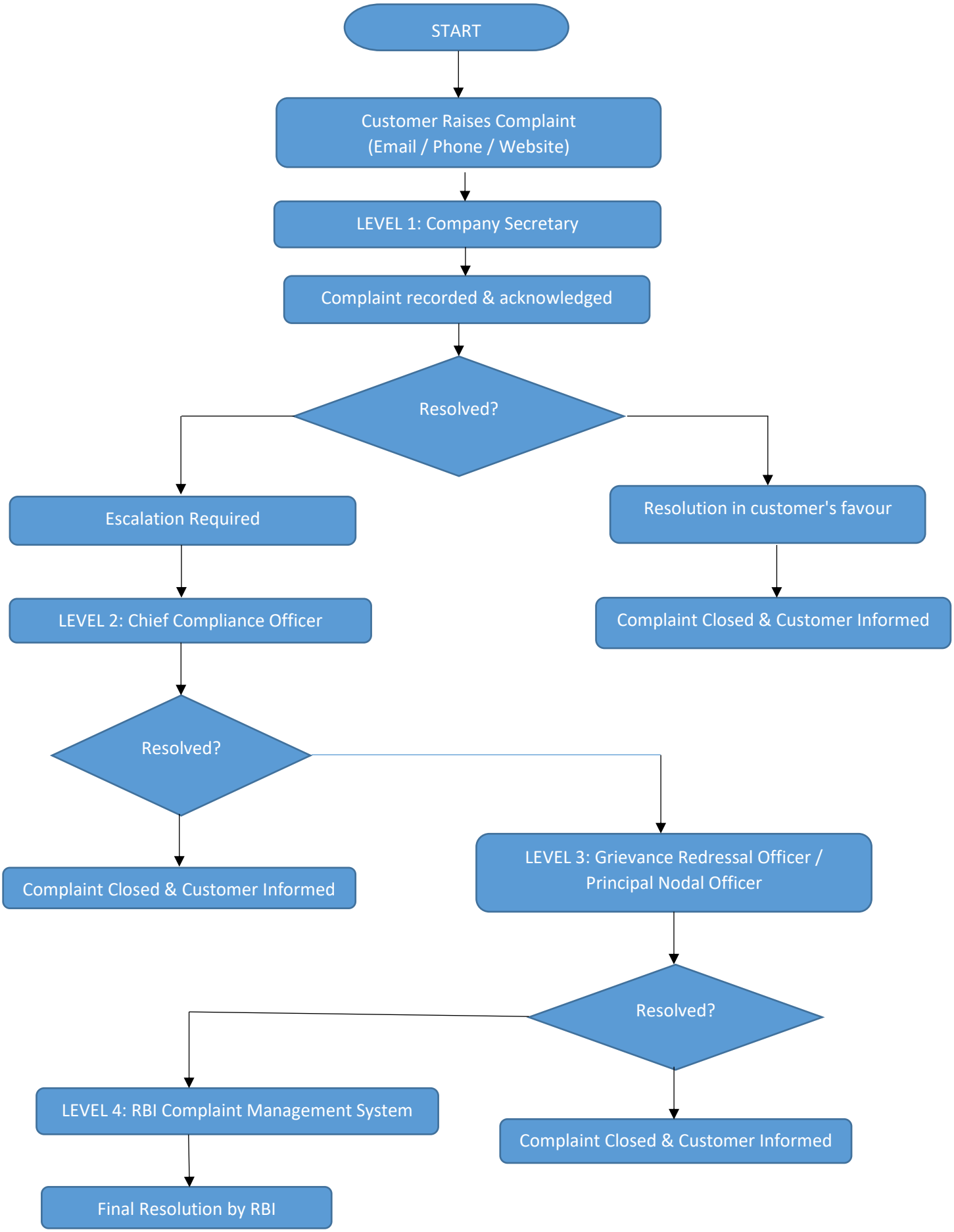CUSTOMER GRIEVANCE REDRESSAL FLOWCHART