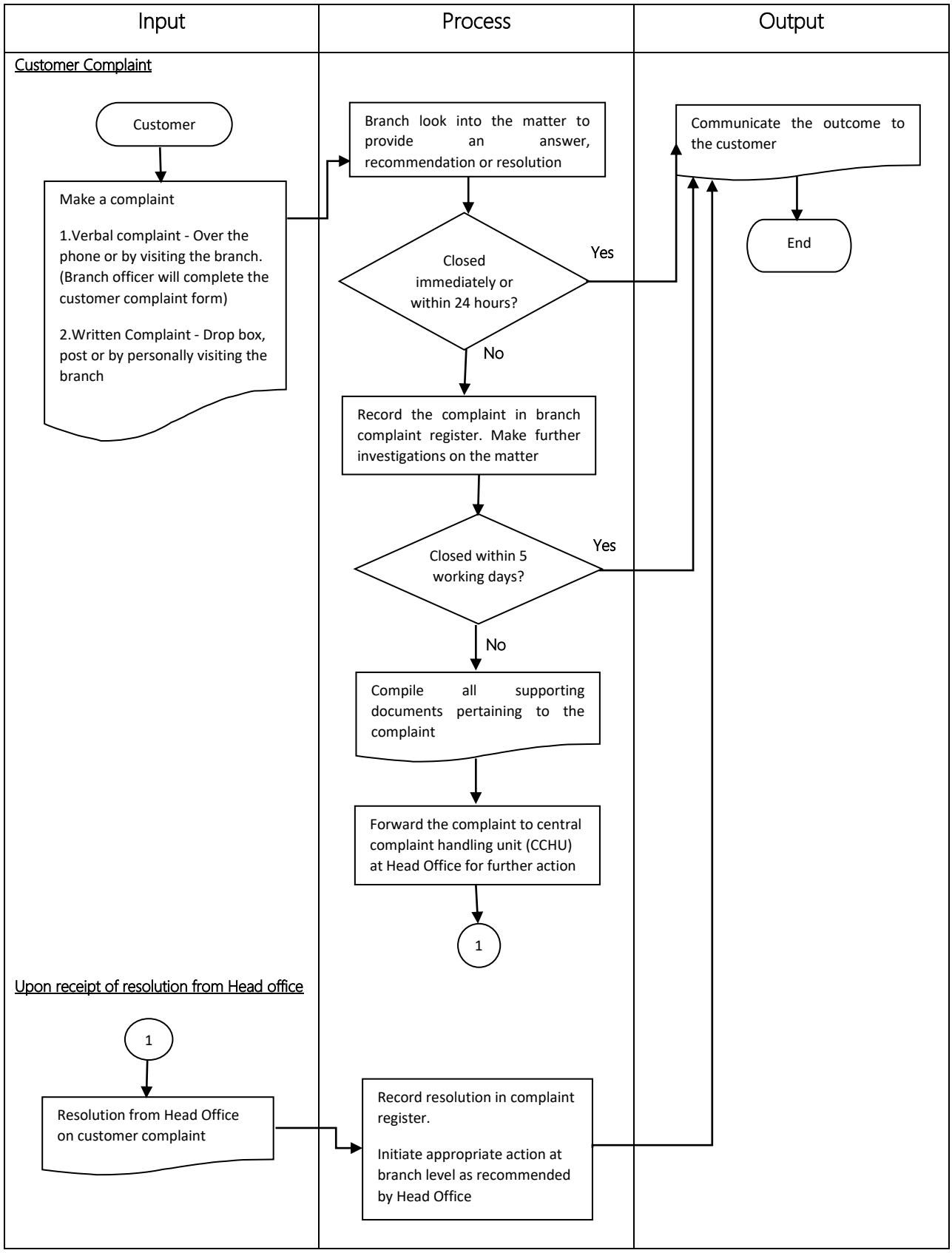Process Flowchart for Customer Complaint Handling at Branches