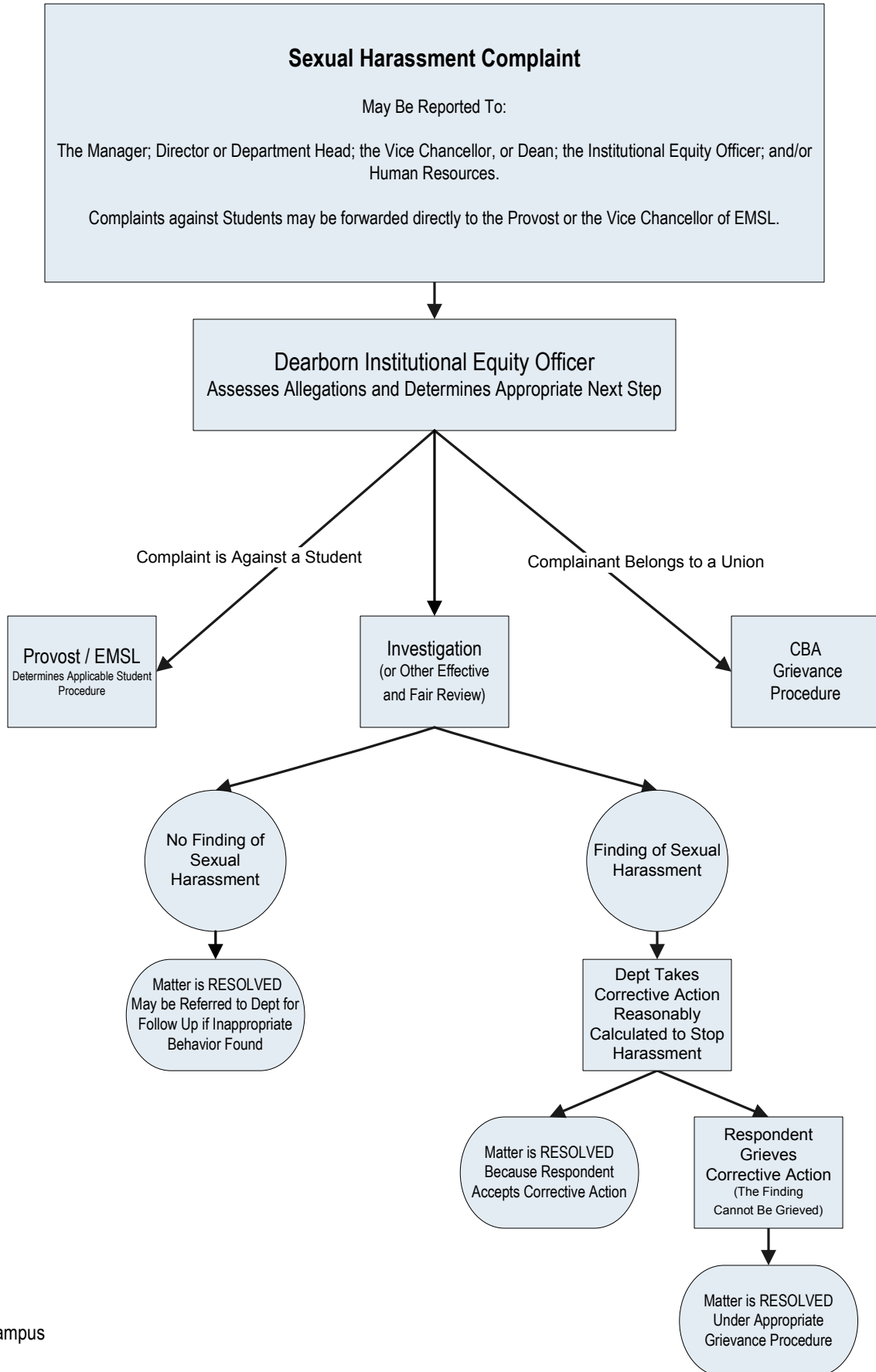


Complaint Handling Process Flowchart*



*Dearborn Campus