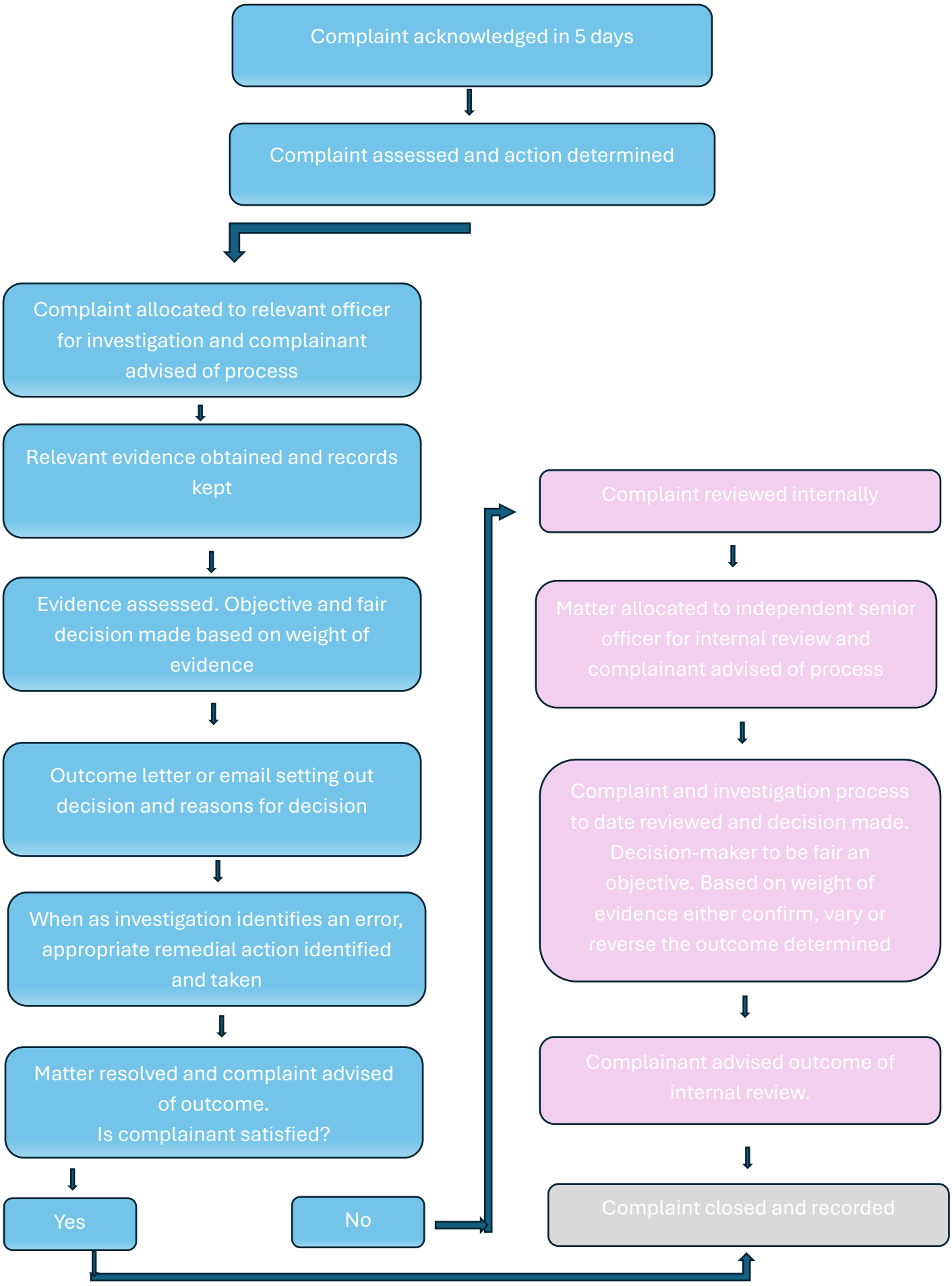APA Complaints Handling Flowchart