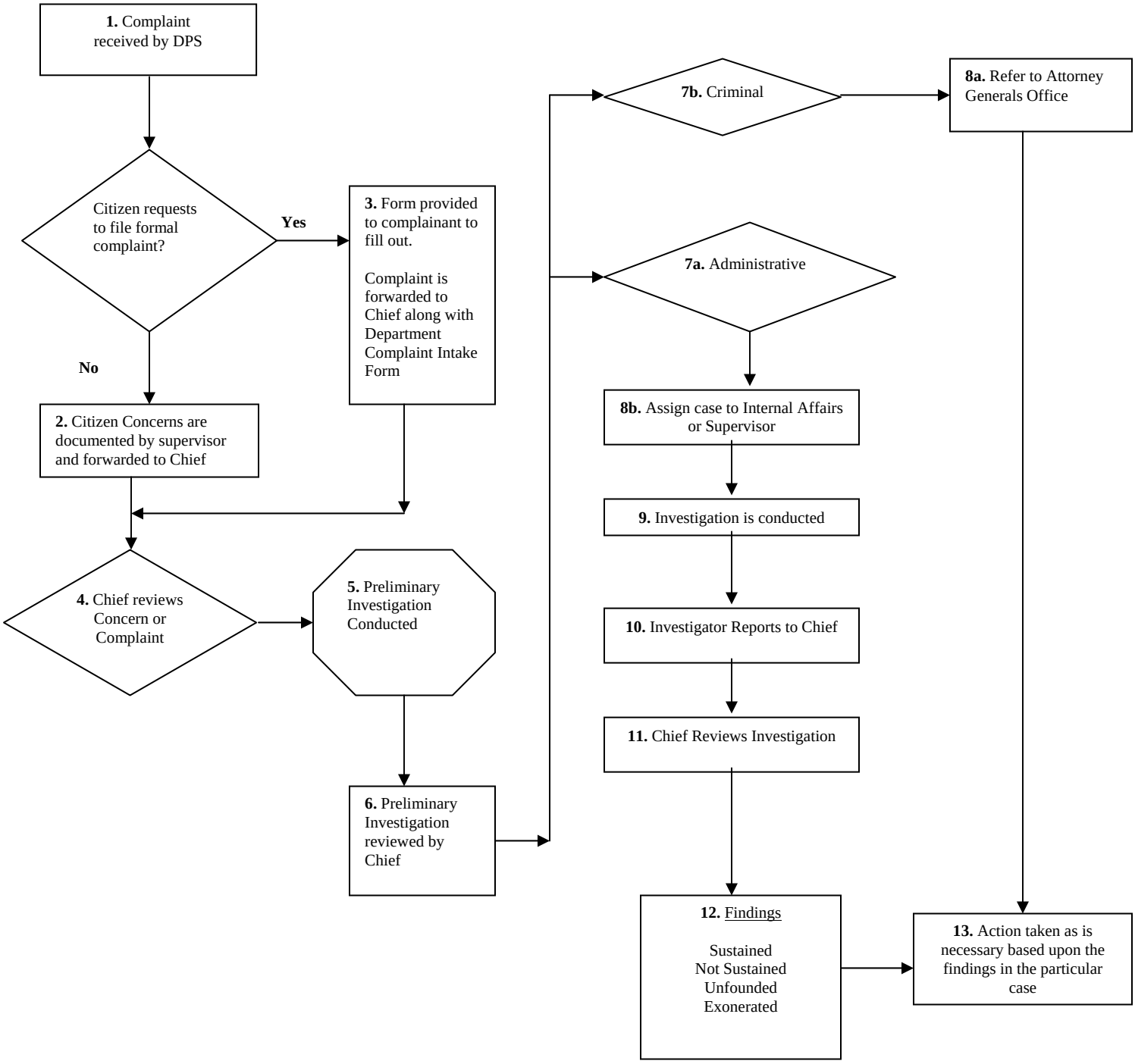DPS Complaint Process Flow Chart