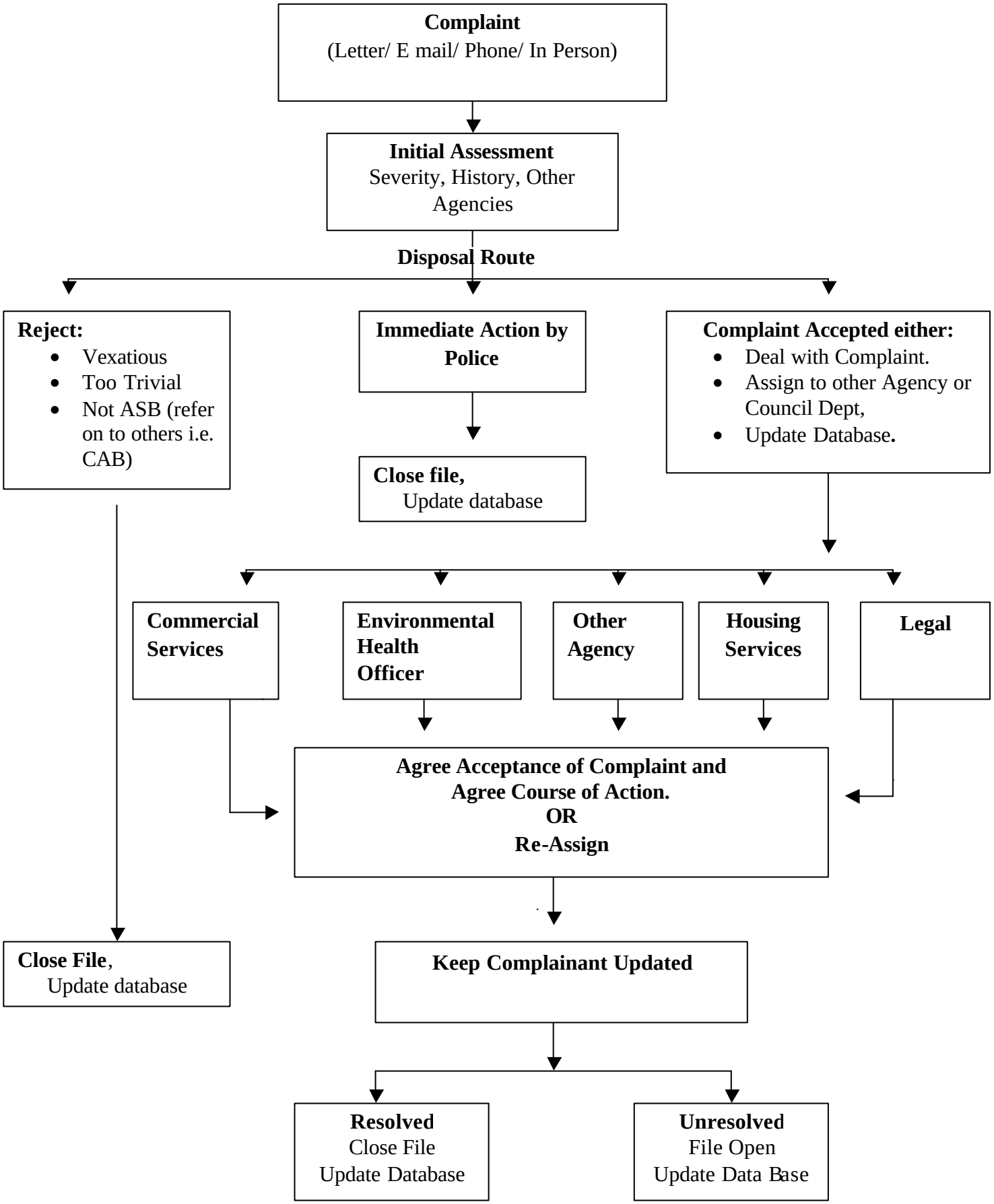FLOWCHART FOR ASB COMPLAINTS TO RDC