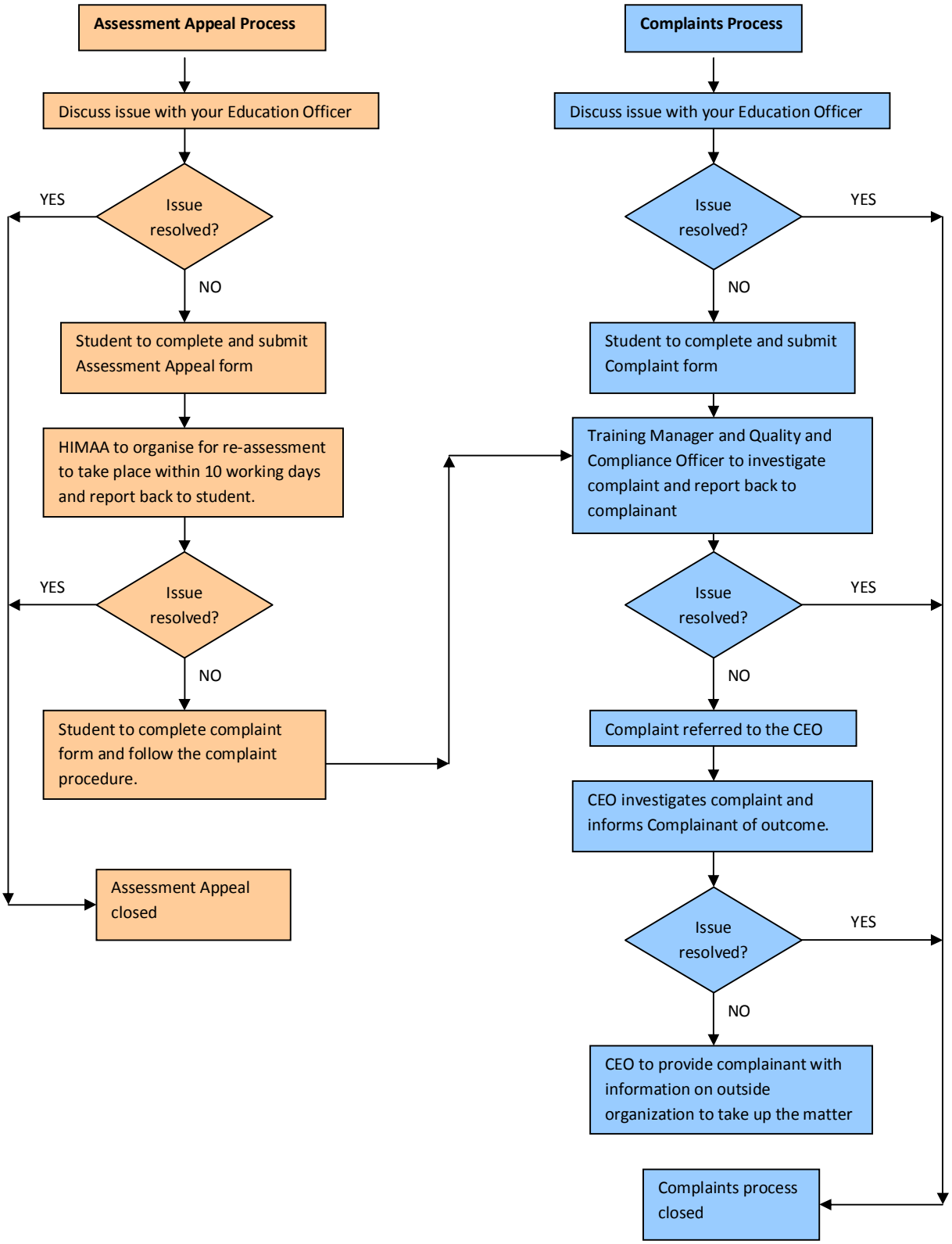RTO001 DOC Complaints and Appeals Flow Chart