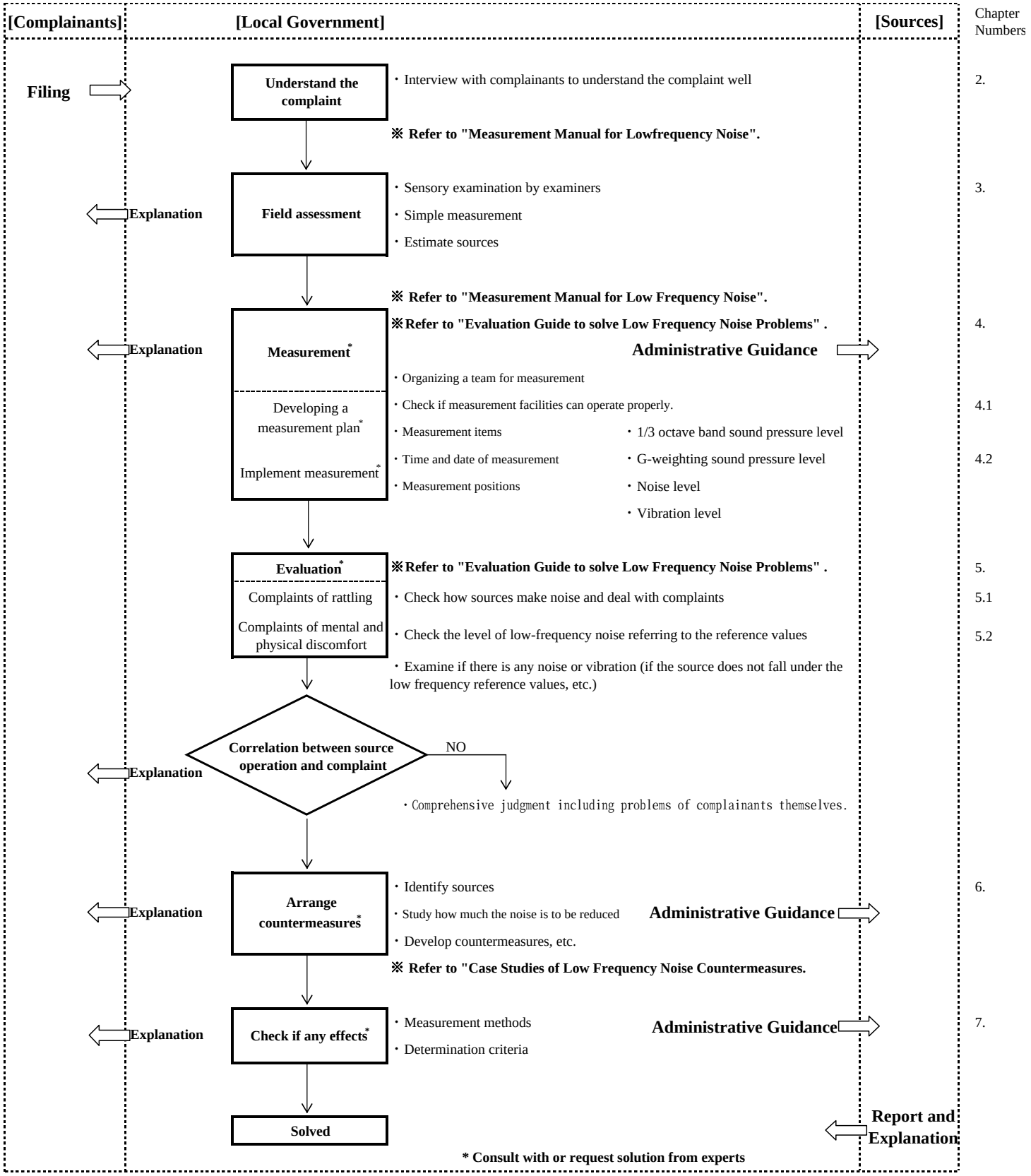

Figure1. The flow from filing of complaints to find a solution and the chapter numbers in the guidance