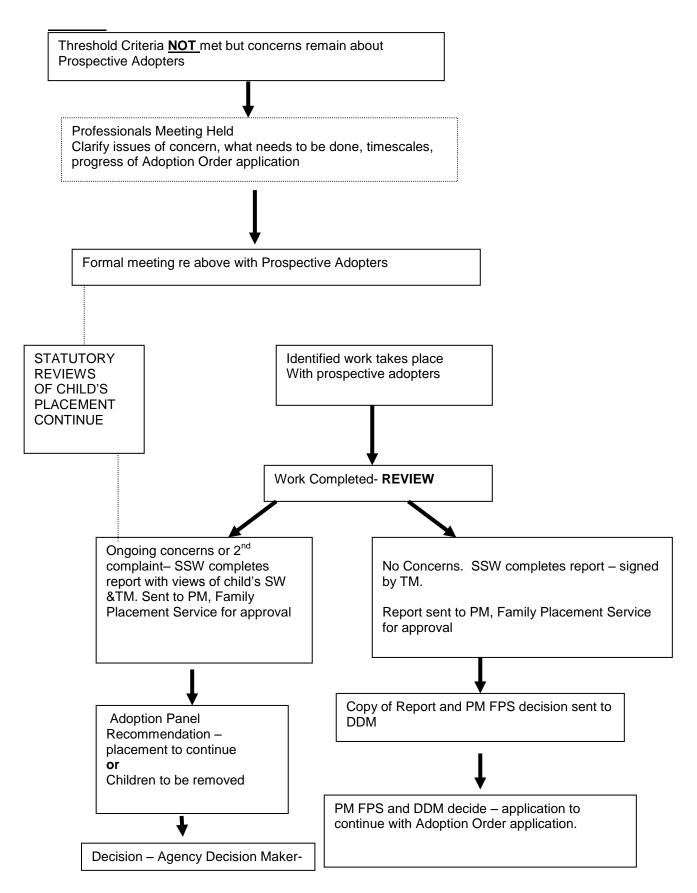
FLOW CHART 2 Managing Complaints and Allegations- Prospective Adopters



1