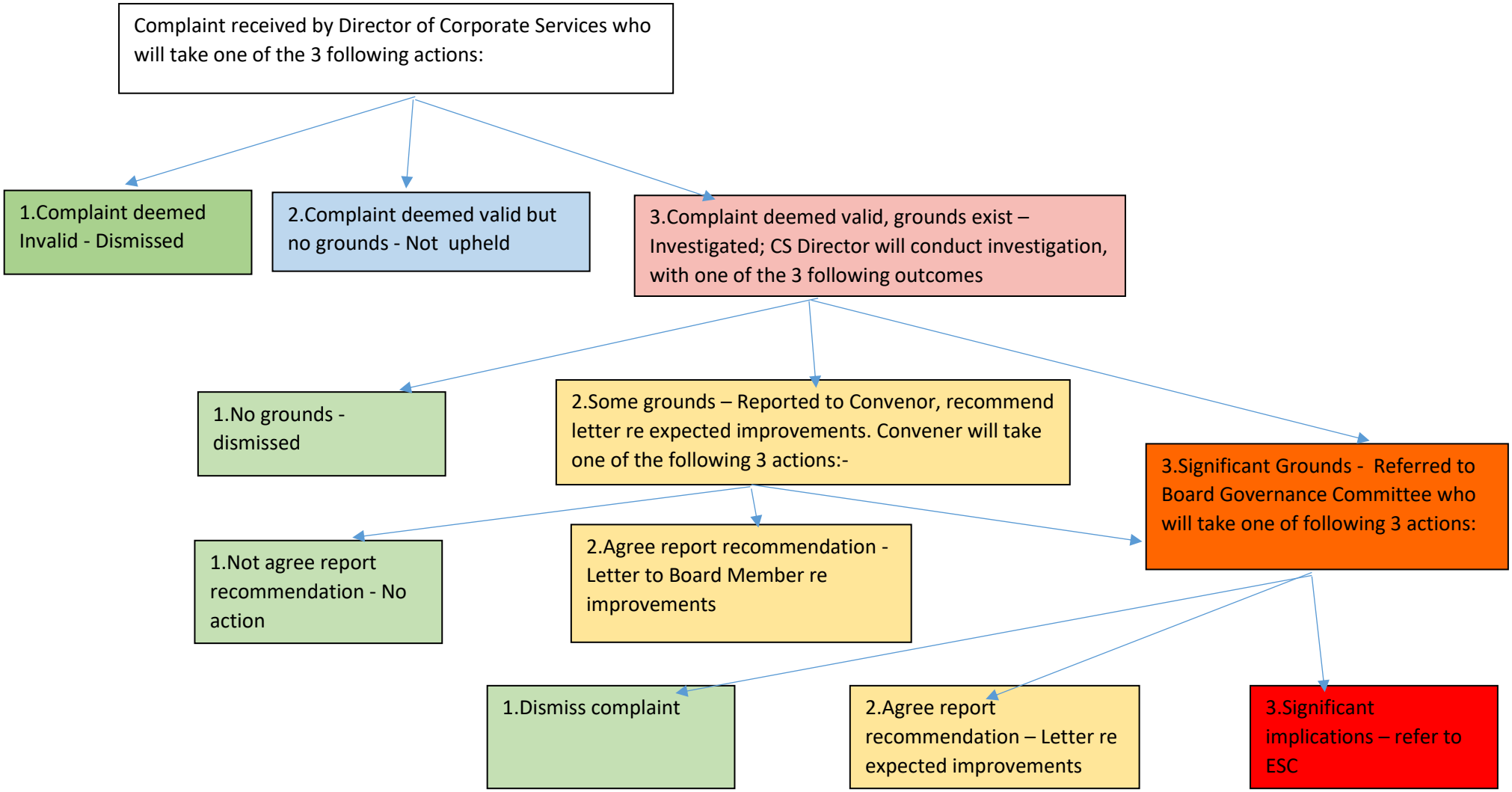Flowchart of Board Complaints Procedure