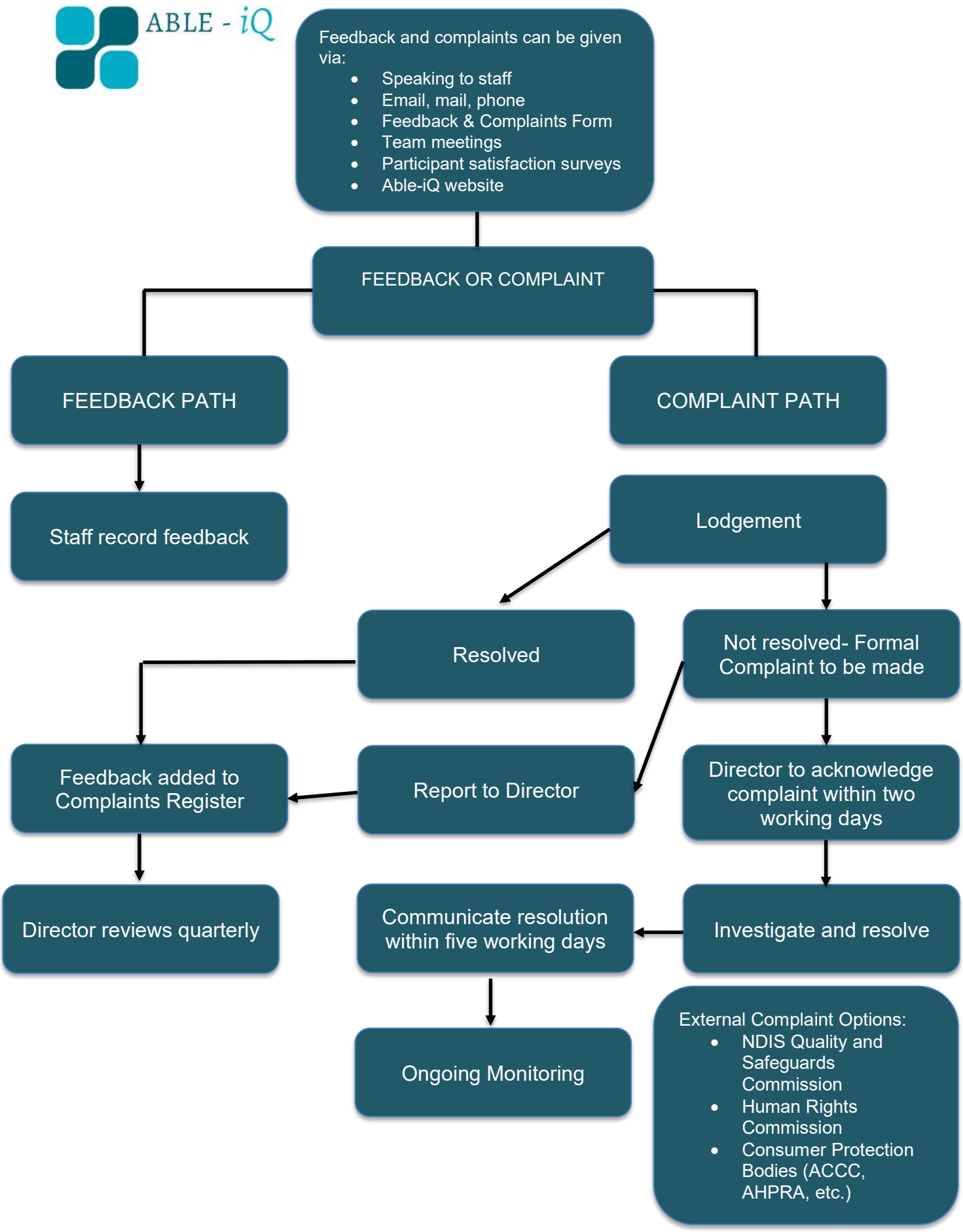Able-iQ Feedback and Complaints Flowchart