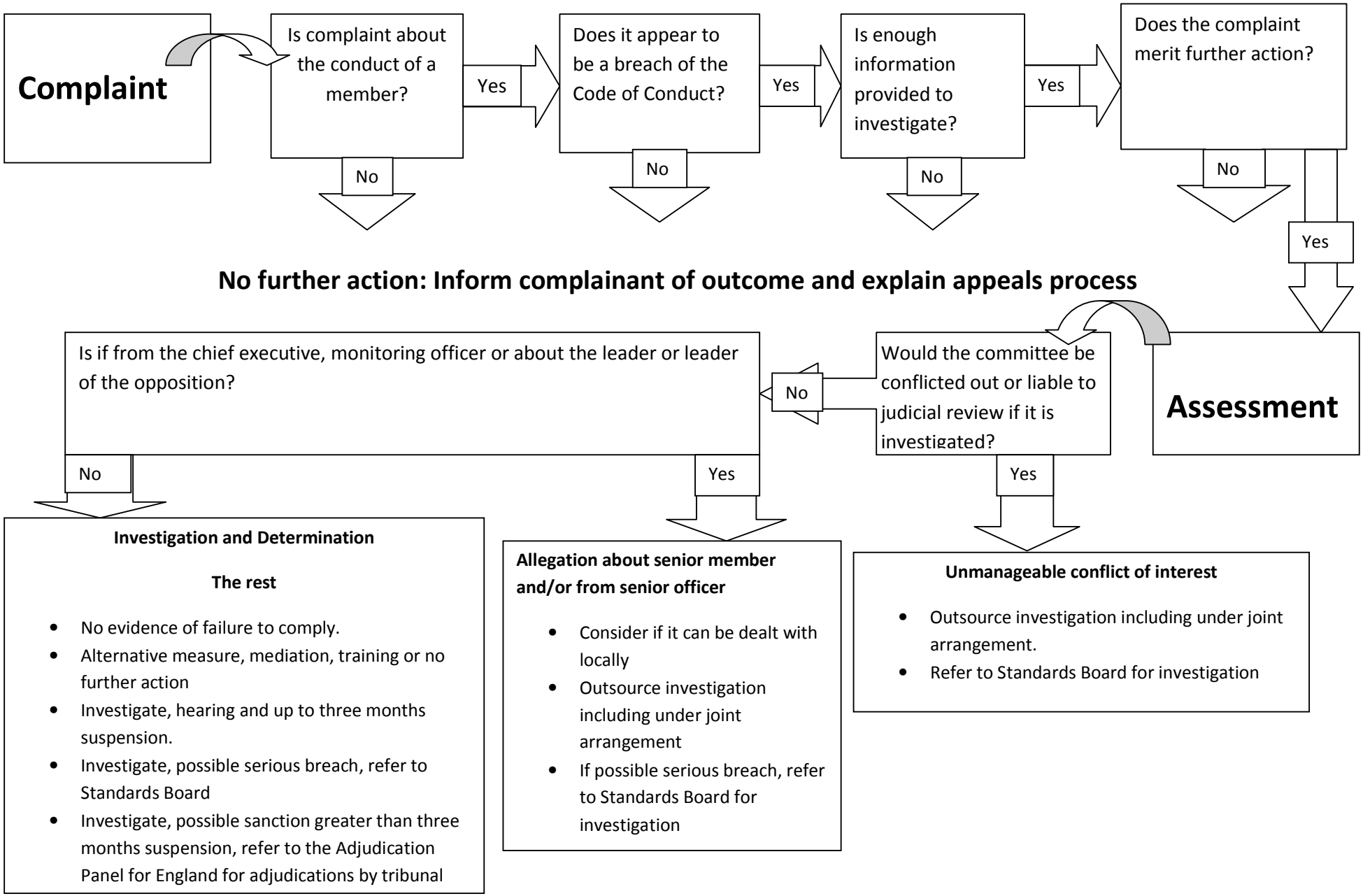Local Assessment Complaint Handling Chart