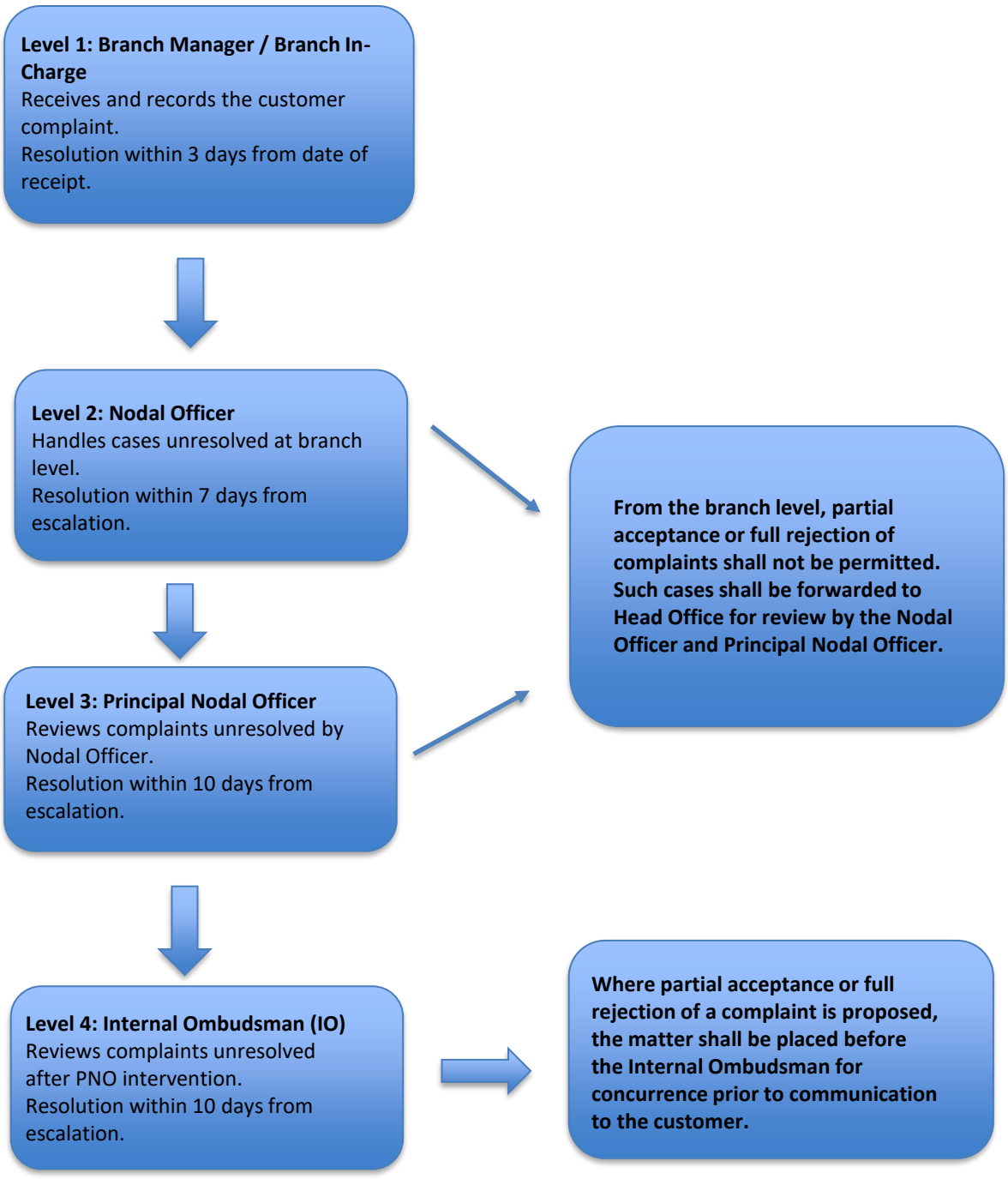Customer Complaint Escalation Workflow