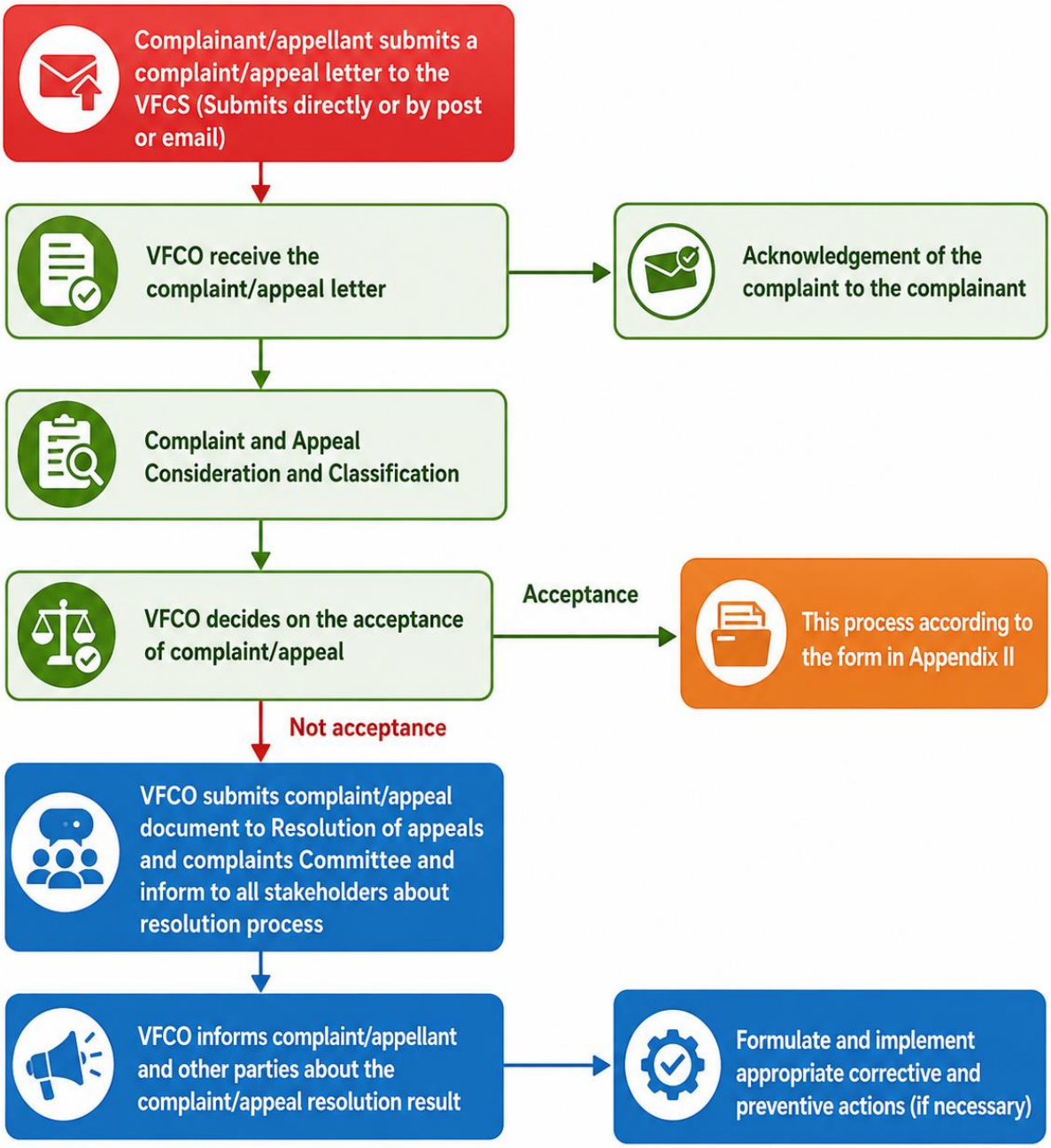VFCS' COMPLAINTS AND APPEALS RESOLUTION FLOW
(VFCS/PEFC GD 1010)