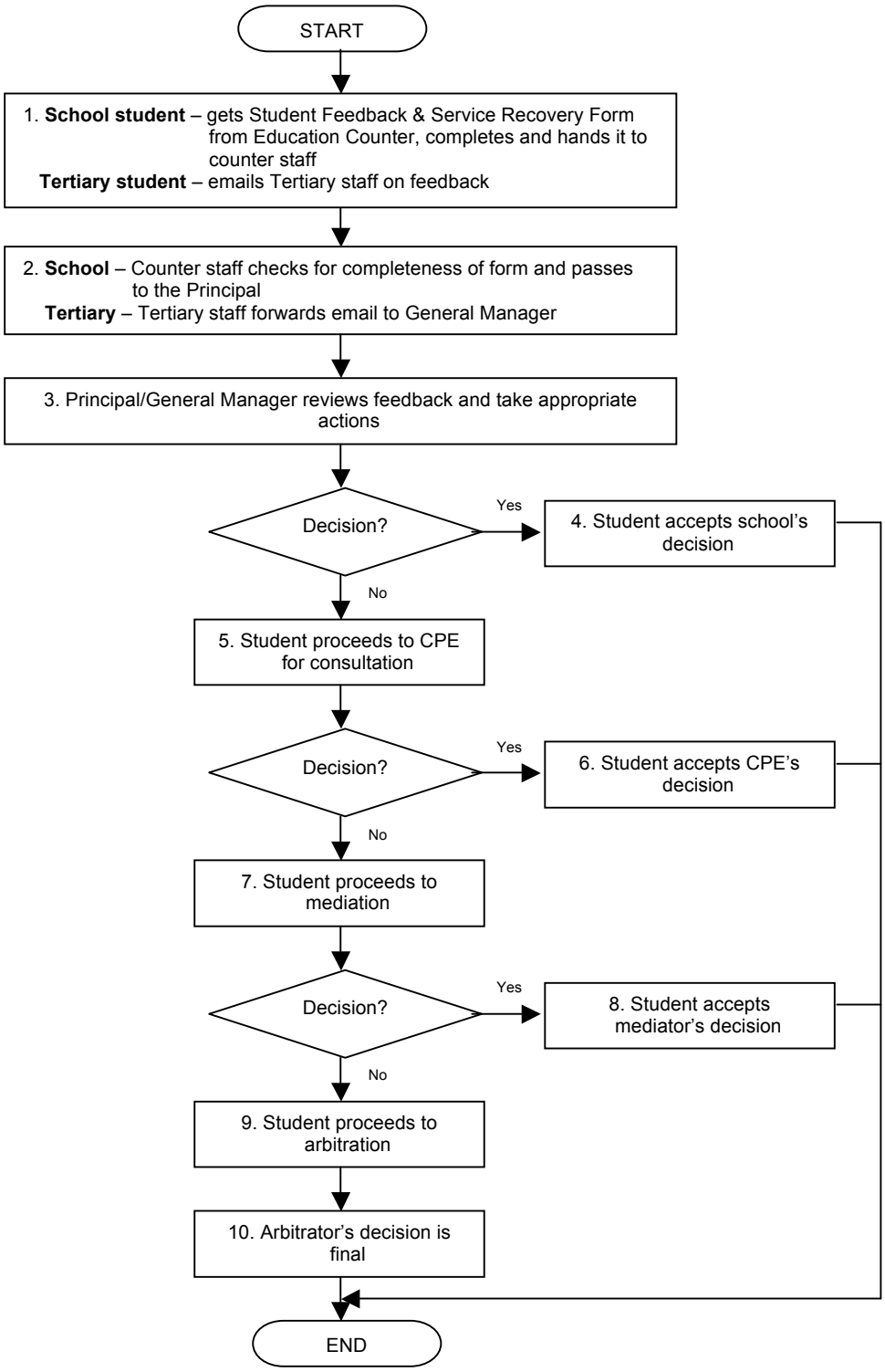Dispute Resolution Process Flowchart