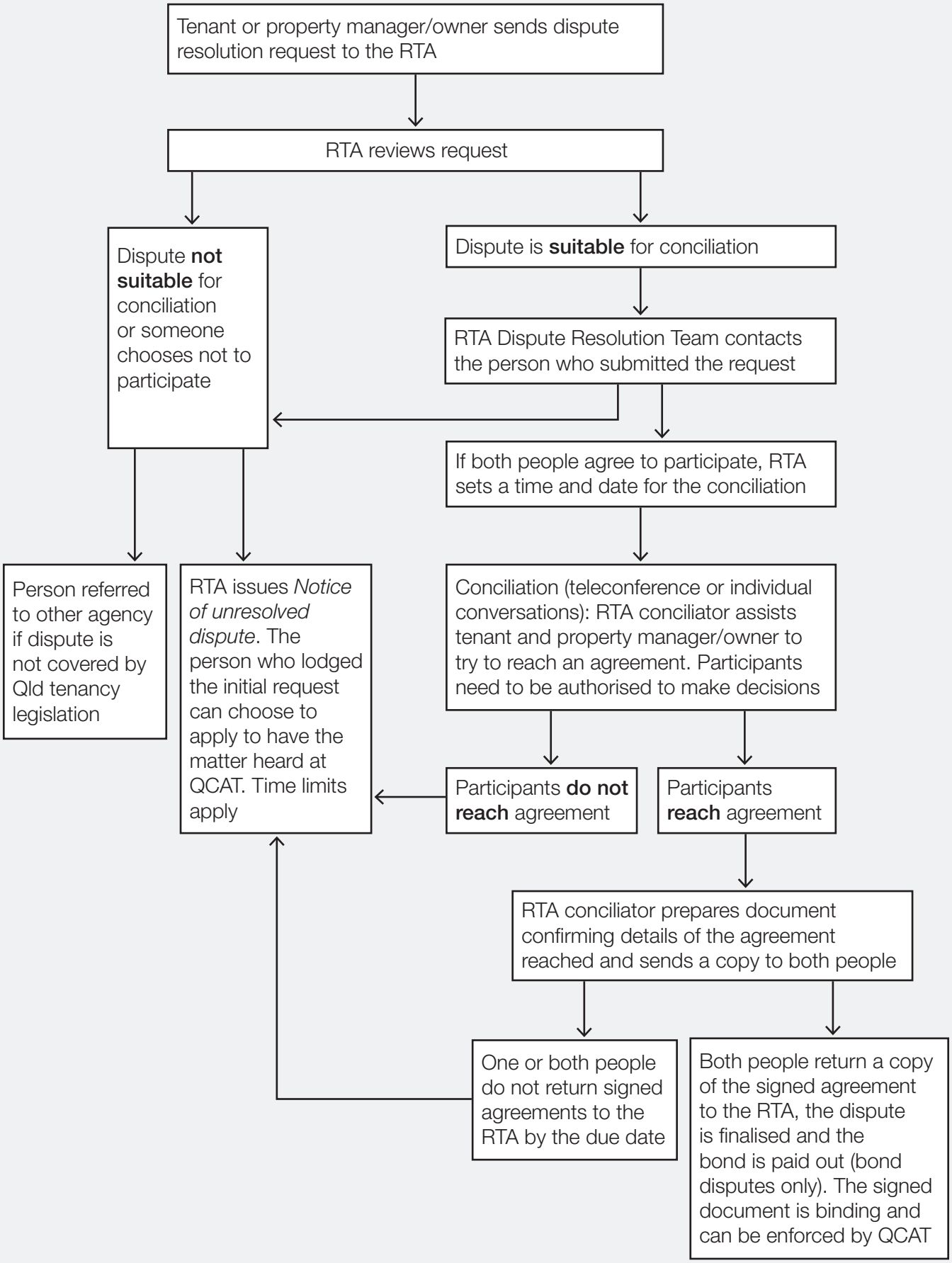Dispute resolution process flow chart