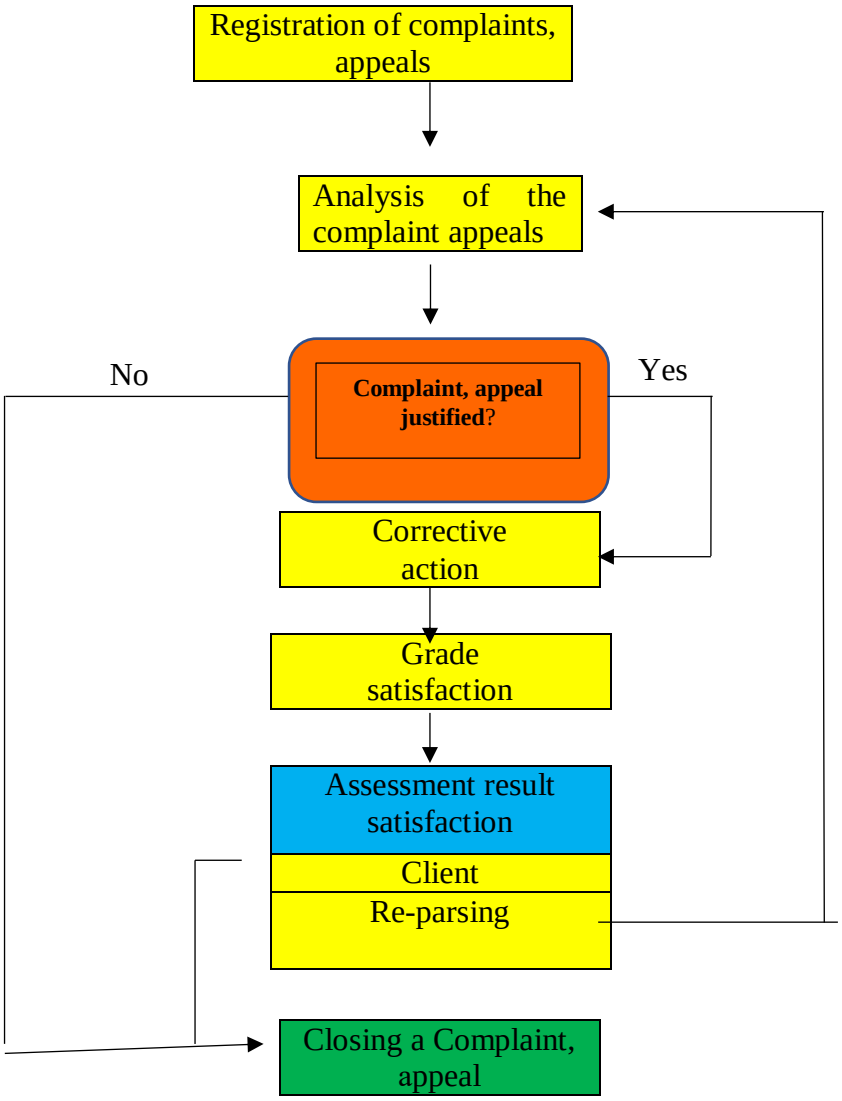
Registration of complaints, appeals
Analysis of the complaint appeals
No
Complaint, appeal justified?
Yes
Corrective action
Grade satisfaction
Assessment result satisfaction
Client
Re-parsing
Closing a Complaint, appeal