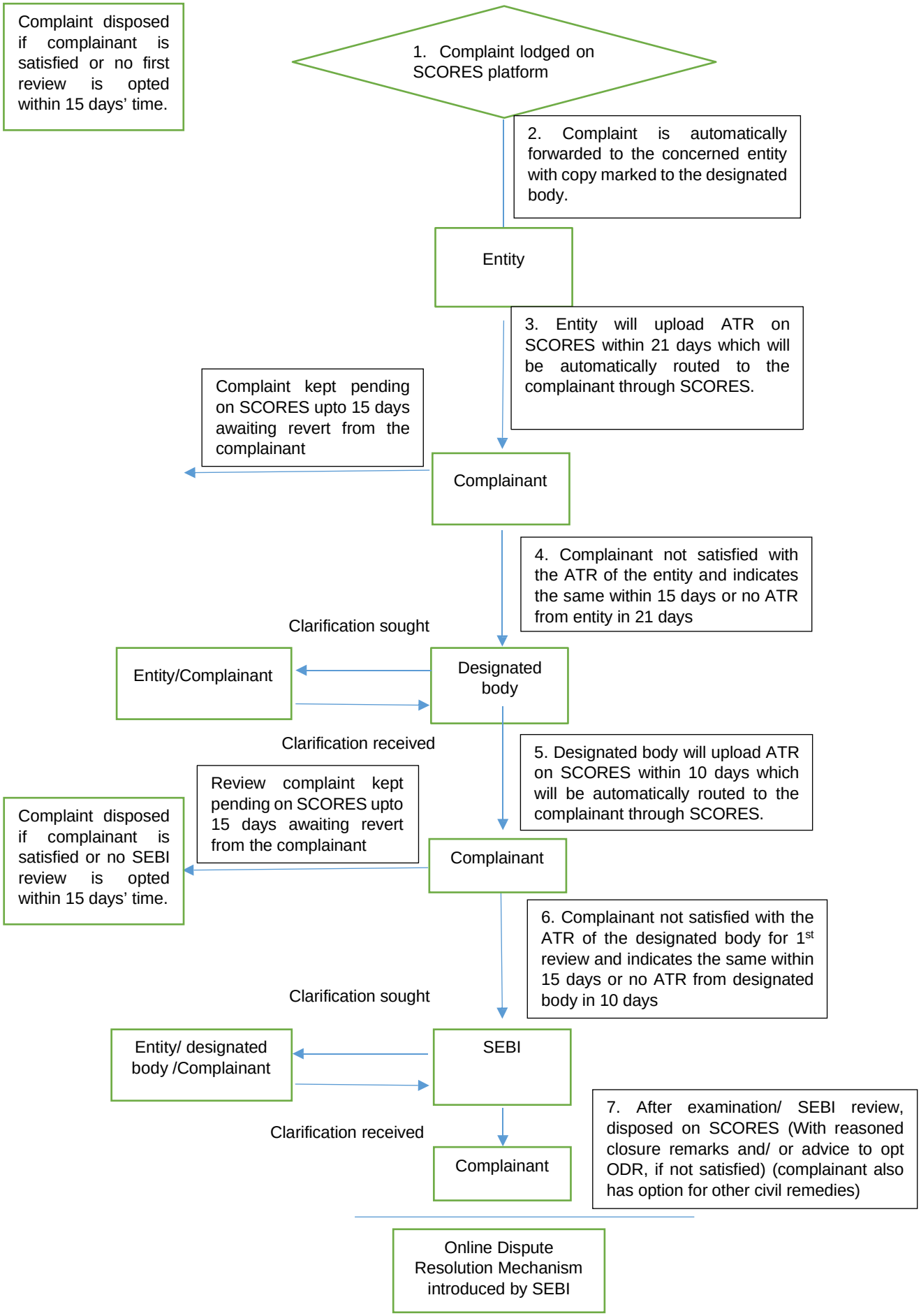Pictographic representation of the process for handling of complaints received through SCORES platform