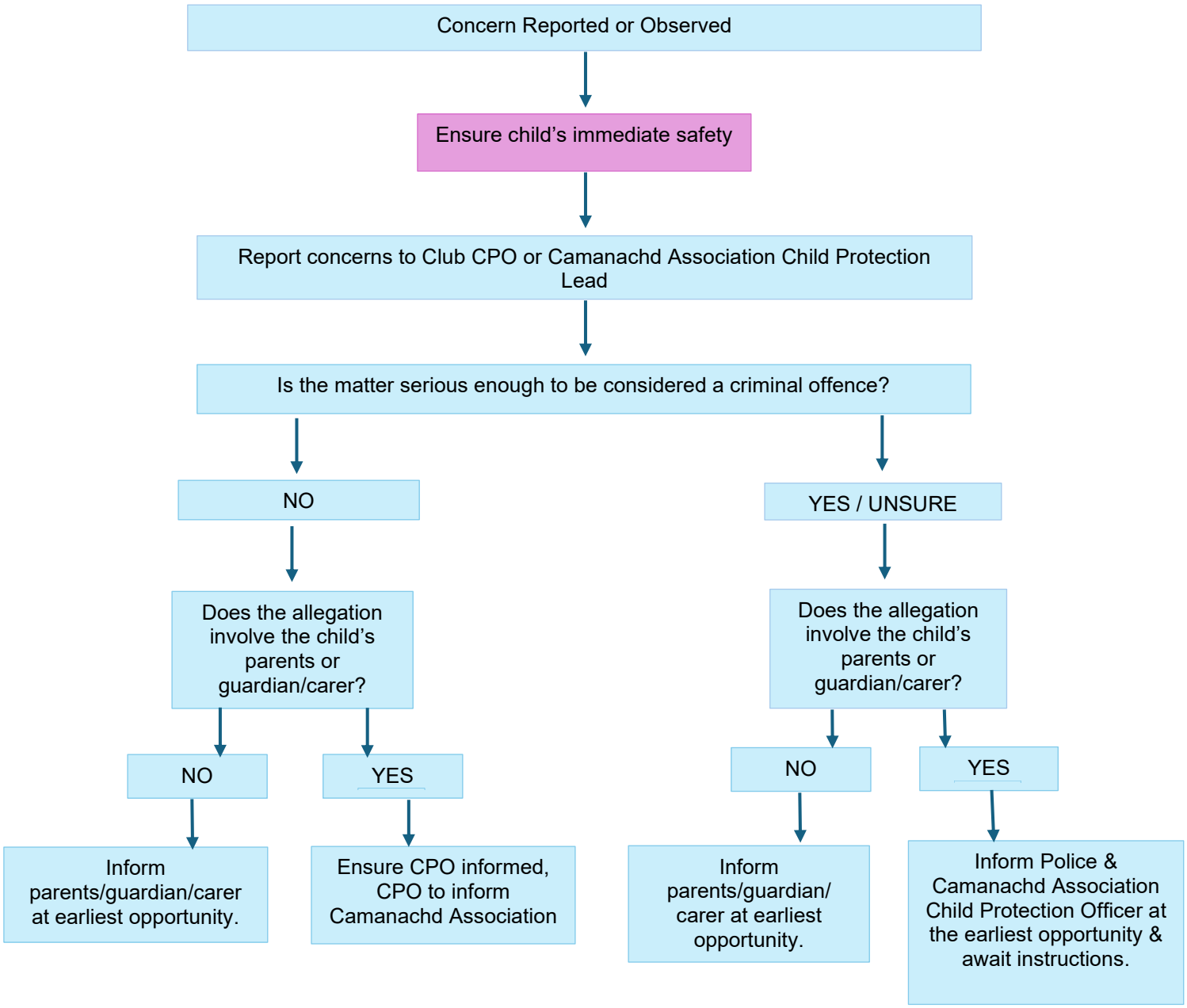Flowchart for Responding to Concerns