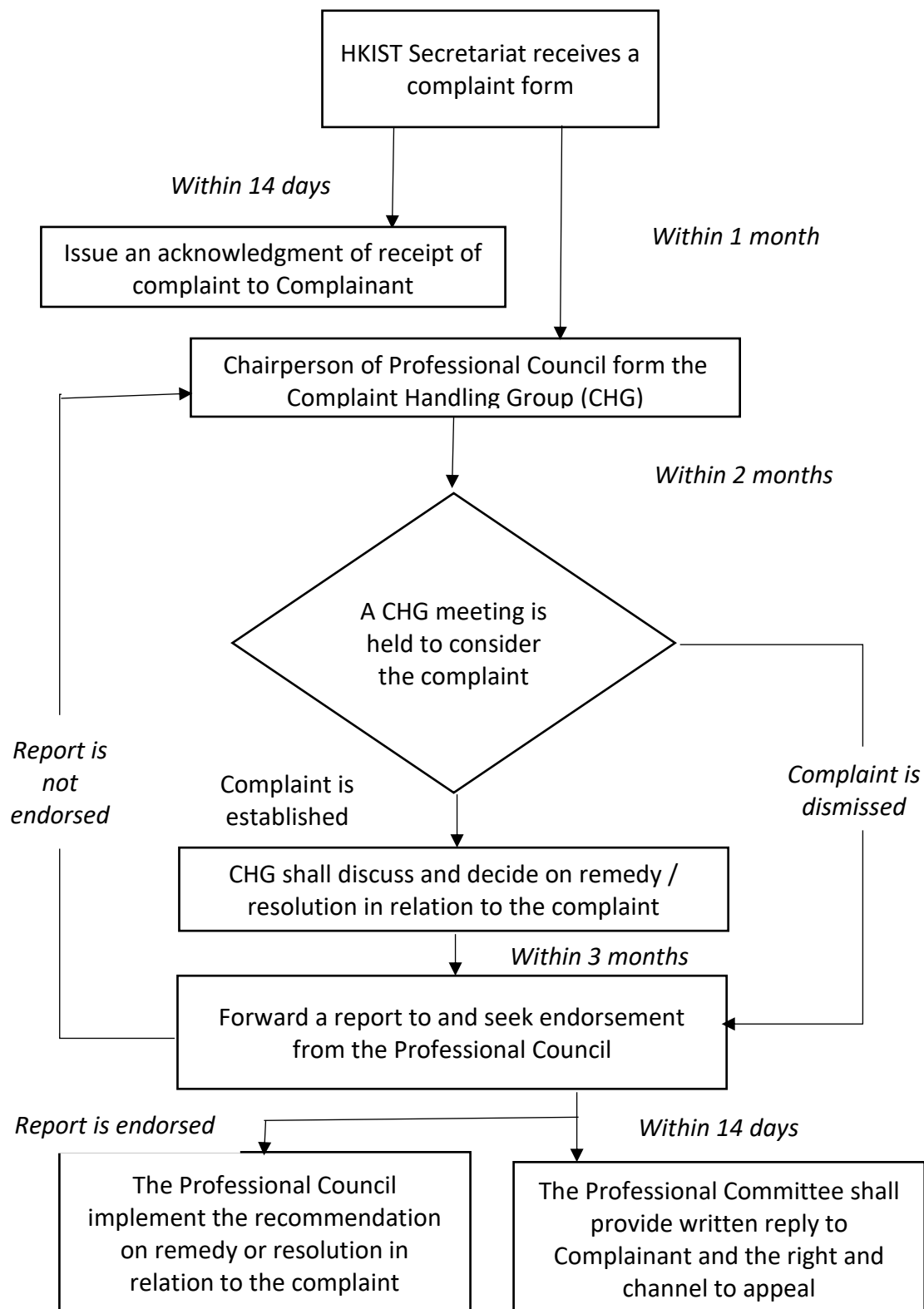


Flowchart A: Workflow of Complaint Handling against HKIST



Flowchart B: Workflow of Complaint Handling against individual or group of Registrants

