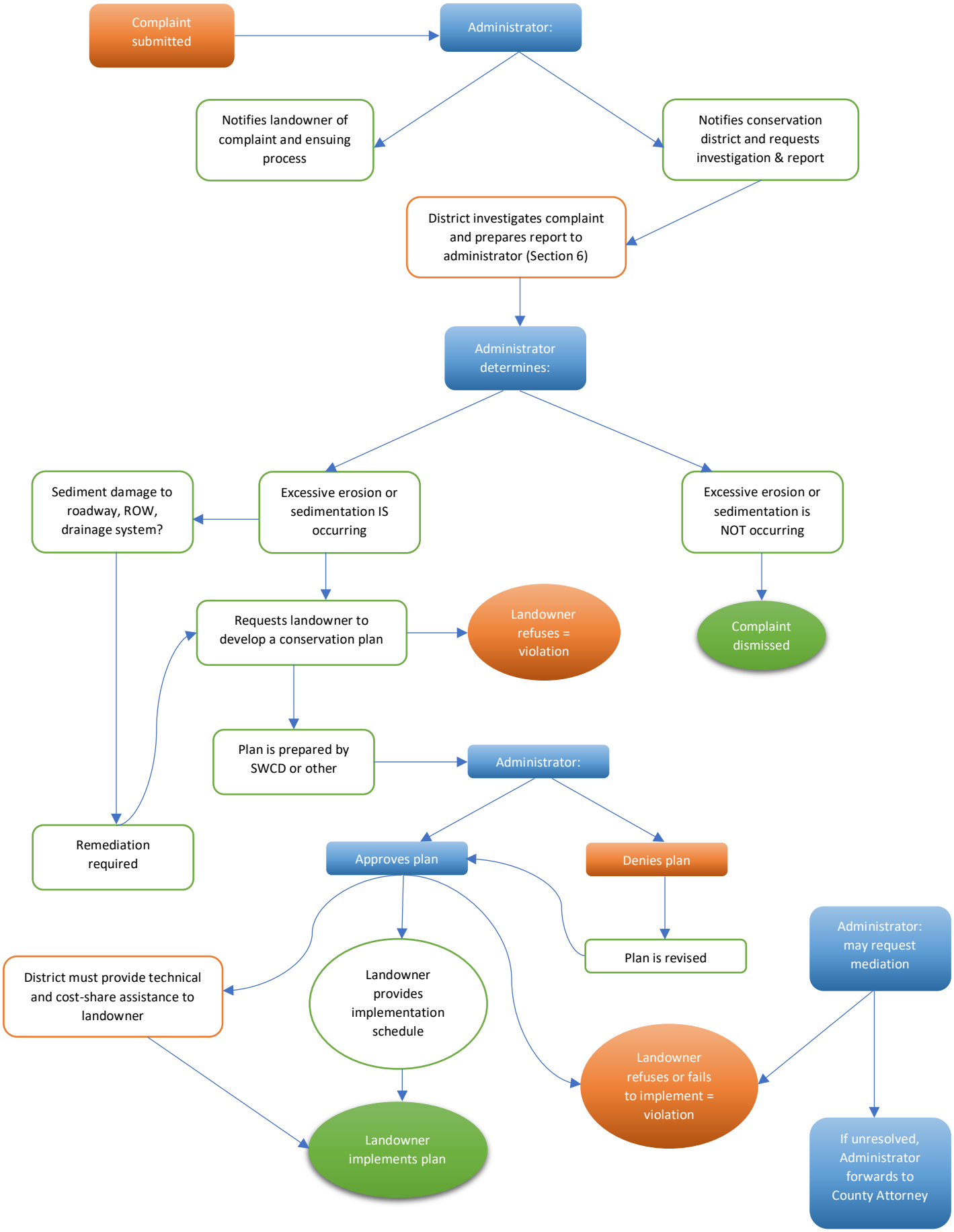Flow Chart of Complaint Investigation Process for Excessive Soil Loss