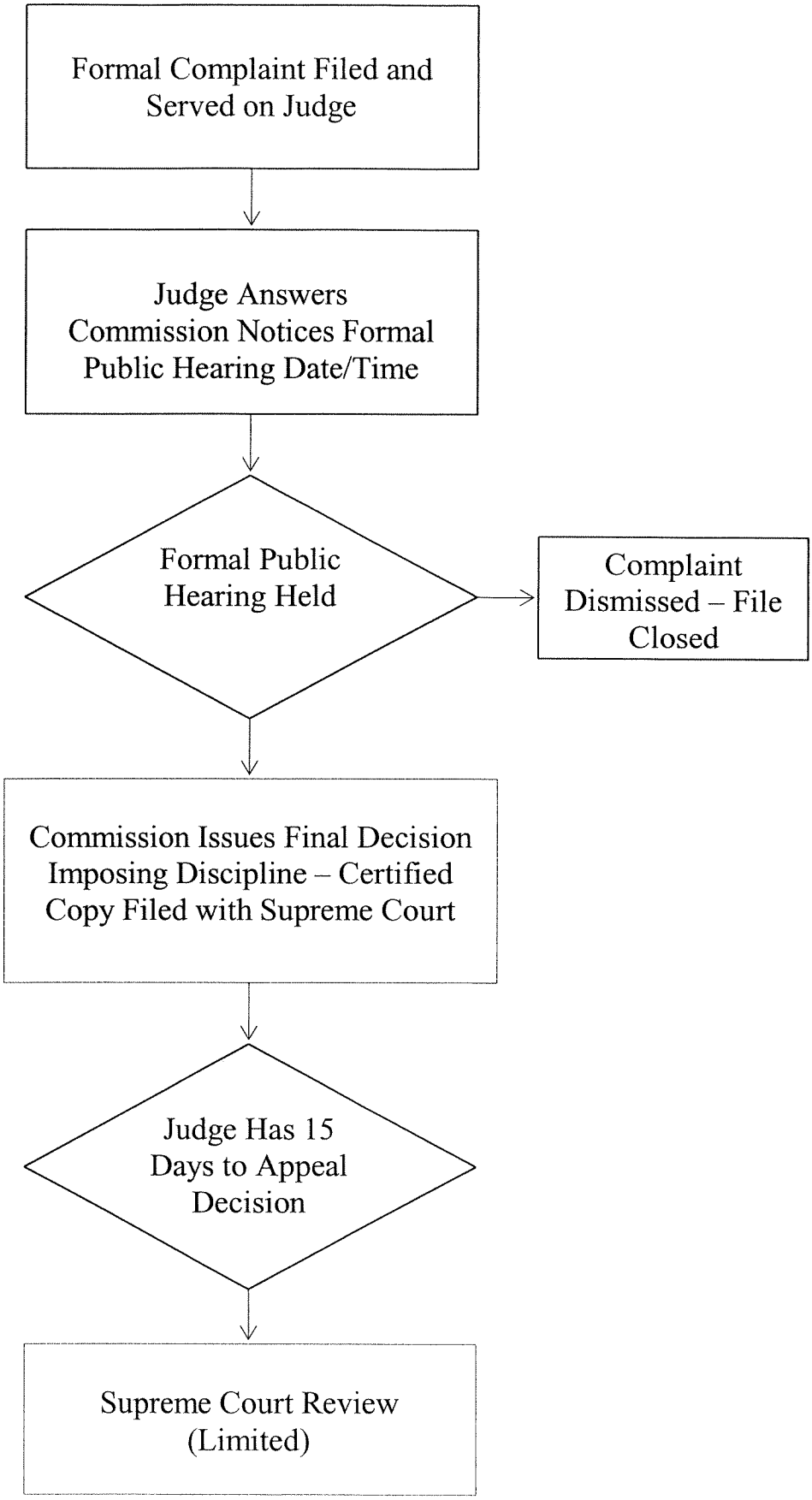
COMPLAINT PROCESS:

FORMAL PUBLIC PROCEEDINGS