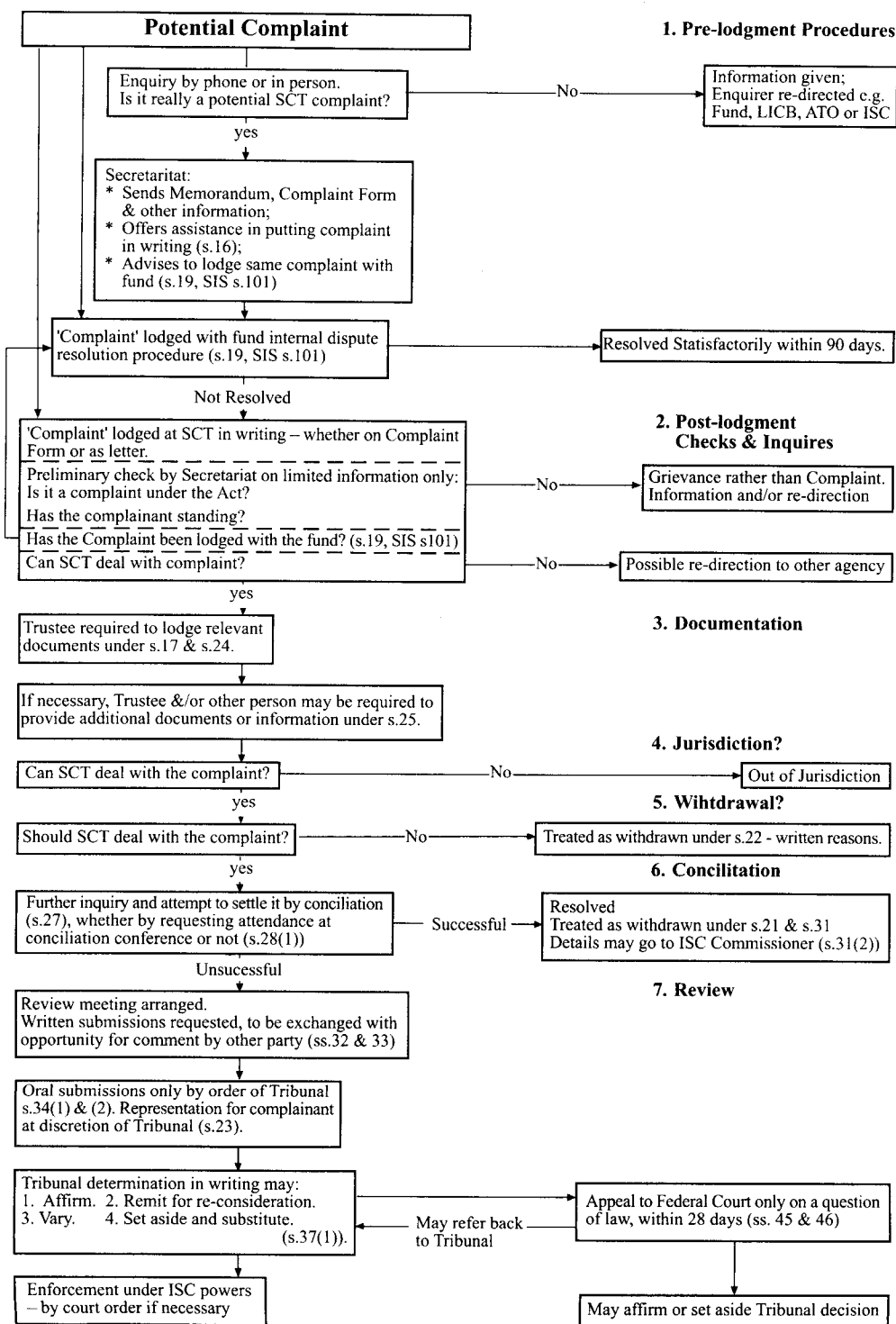


APPENDIX D

COMPLAINT PROCEDURE



Adapted from: SCTREV Sub. No. 19 (Supp.)