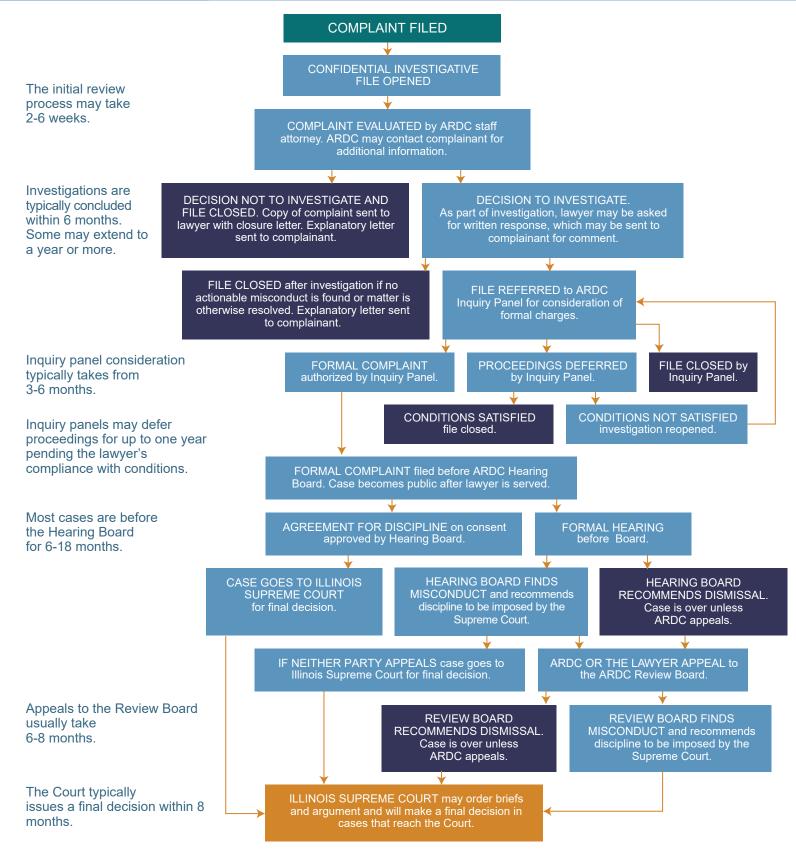


Complaint Flowchart*



^{*}This flowchart presents a general overview of possible paths a complaint to the ARDC might take. There may be differences in the path and time periods based on many factors.