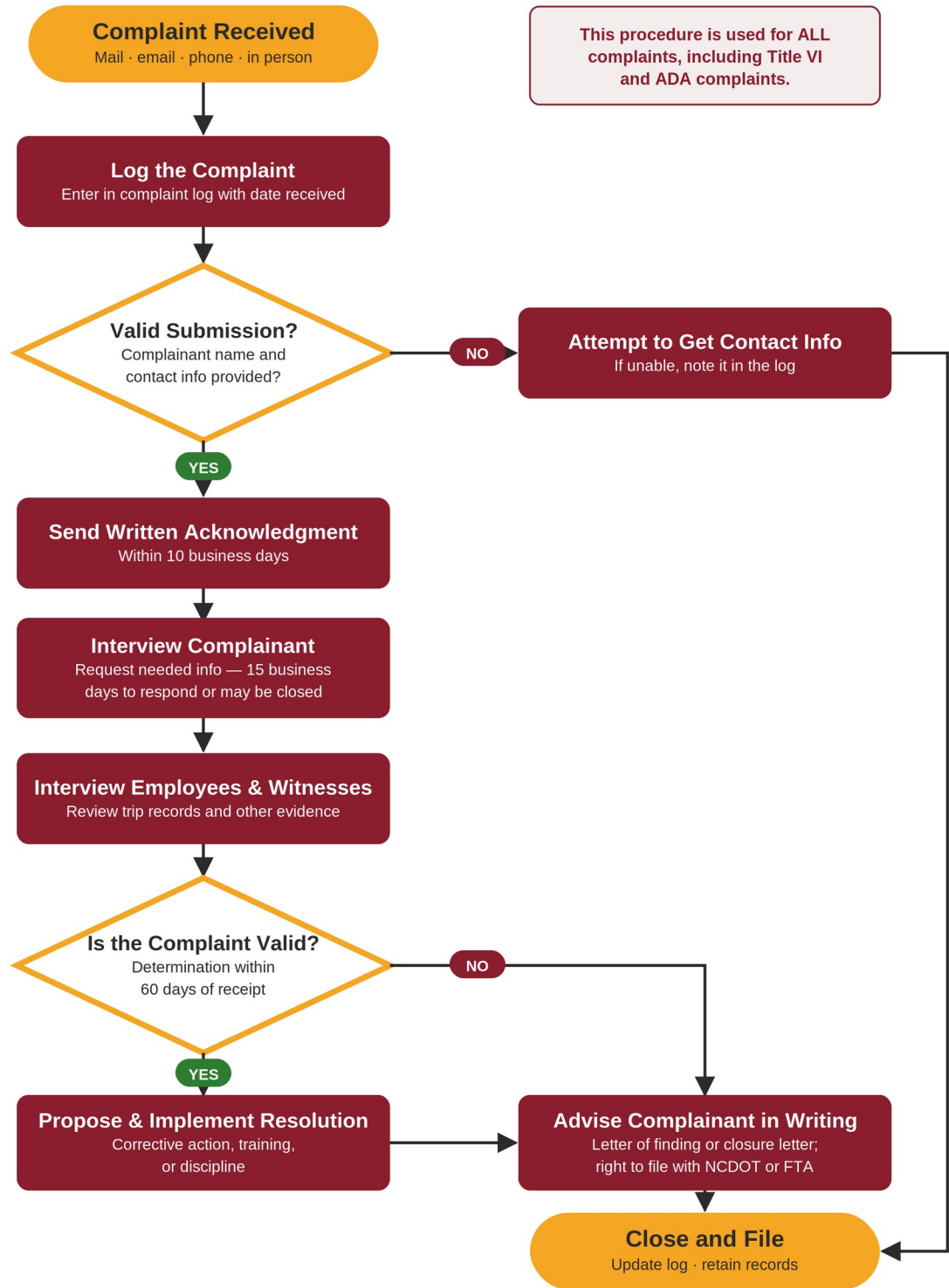




KEY TIMELINES

180 days to file a complaint	10 business days to acknowledge	15 business days for complainant reply	60 days to reach a determination
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