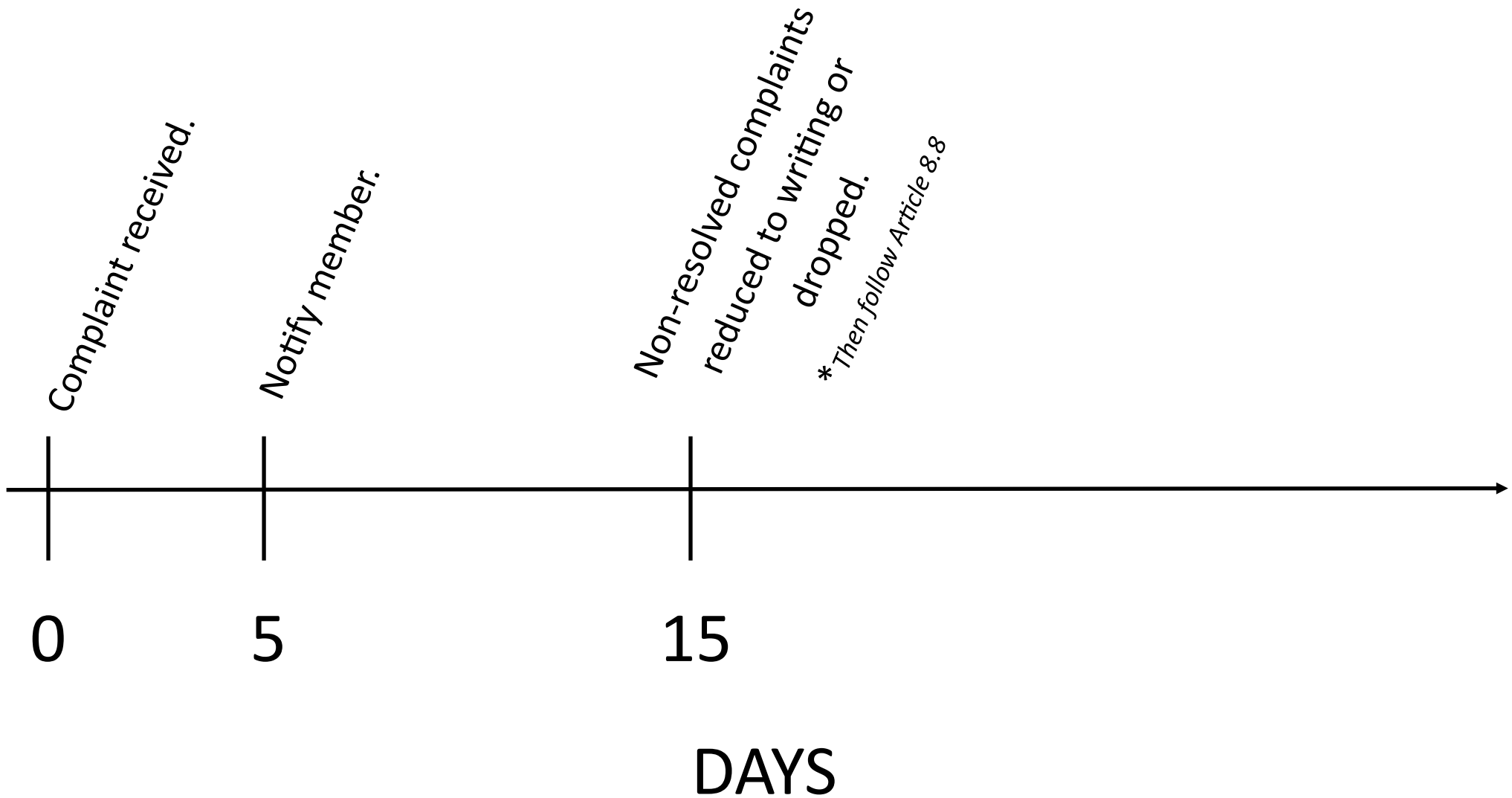


Written Complaint Timeline Article 8.8



## Verbal Complaint Timeline Article 8.7