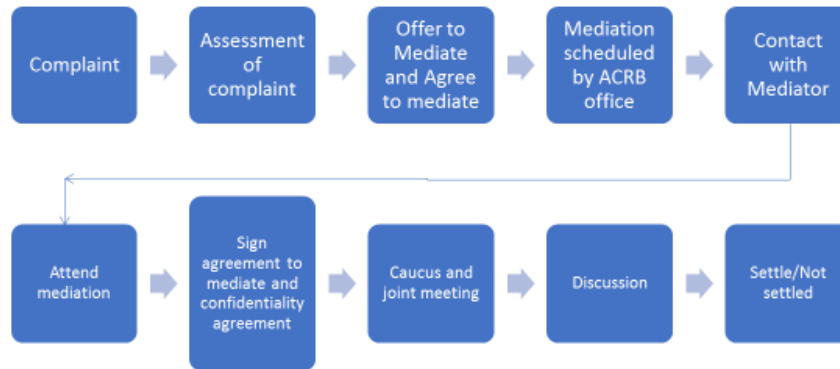


ACRB Mediation Process



If complaint is settled, ACRB complaint closed. No further investigation.

Complaint is not referred to OPS.