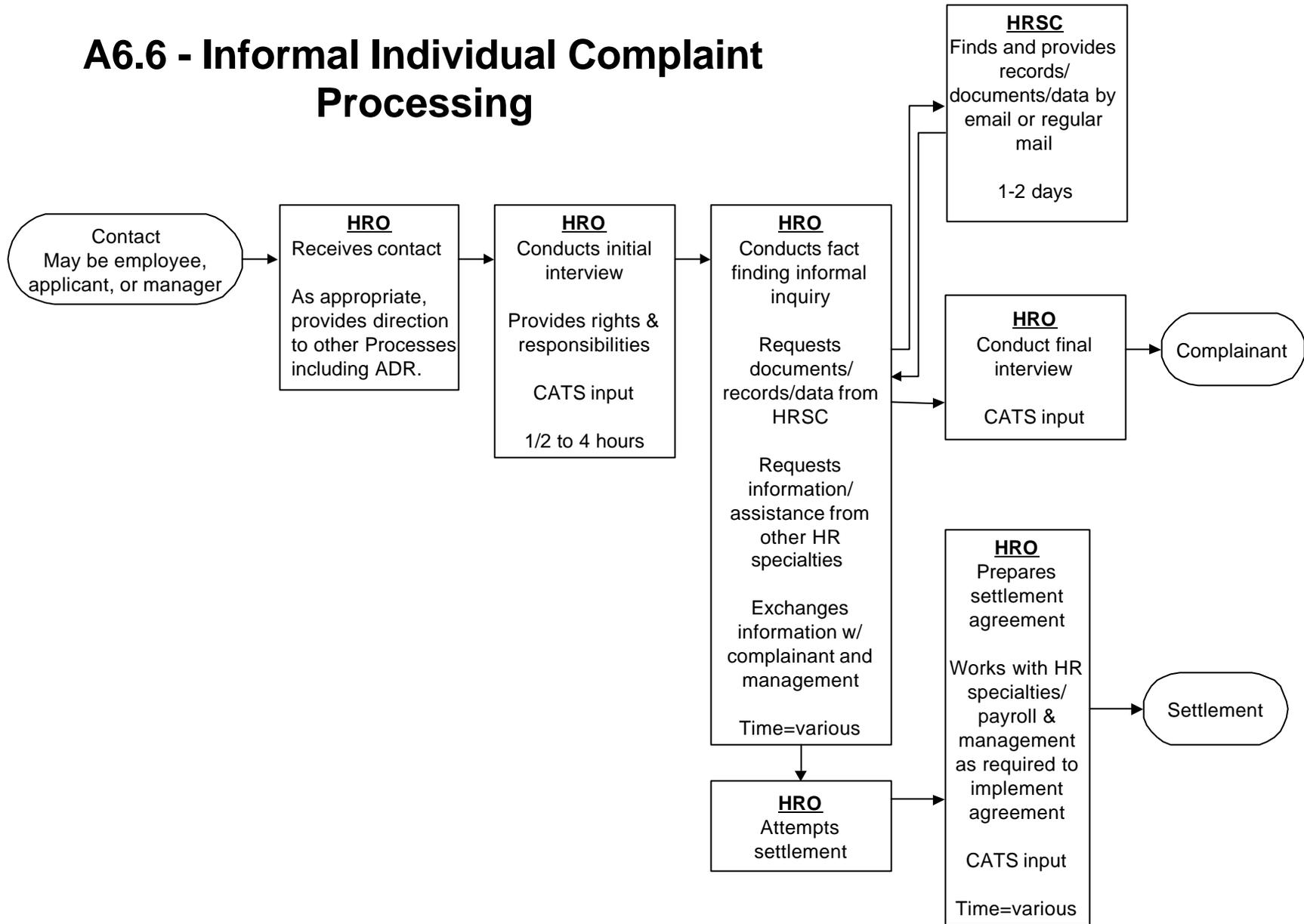


# A6.6 - Informal Individual Complaint Processing



30 DAYS W/ OPTION TO  
EXTEND ADDITIONAL 60 DAYS