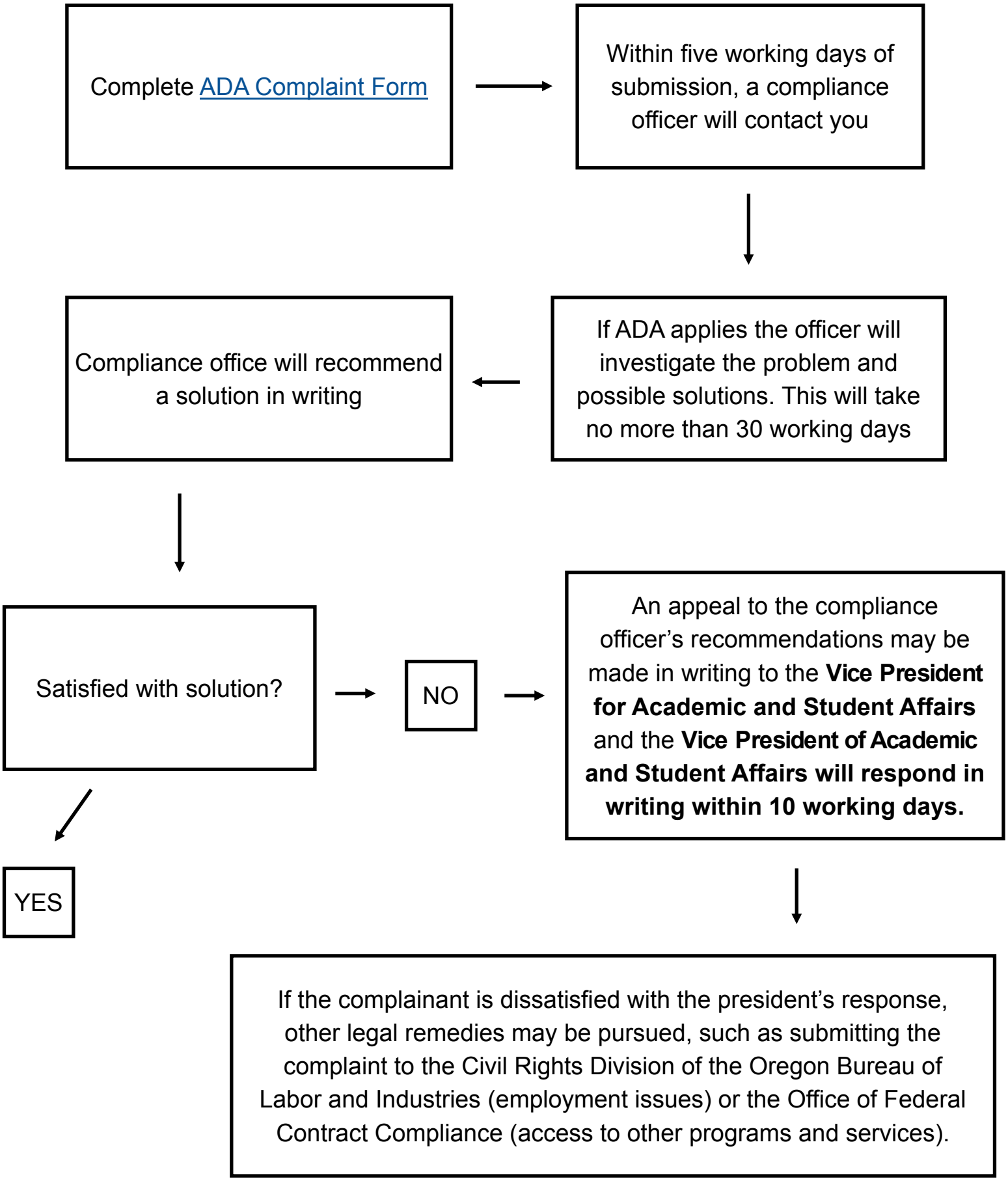ADA Complaint Process Flowchart