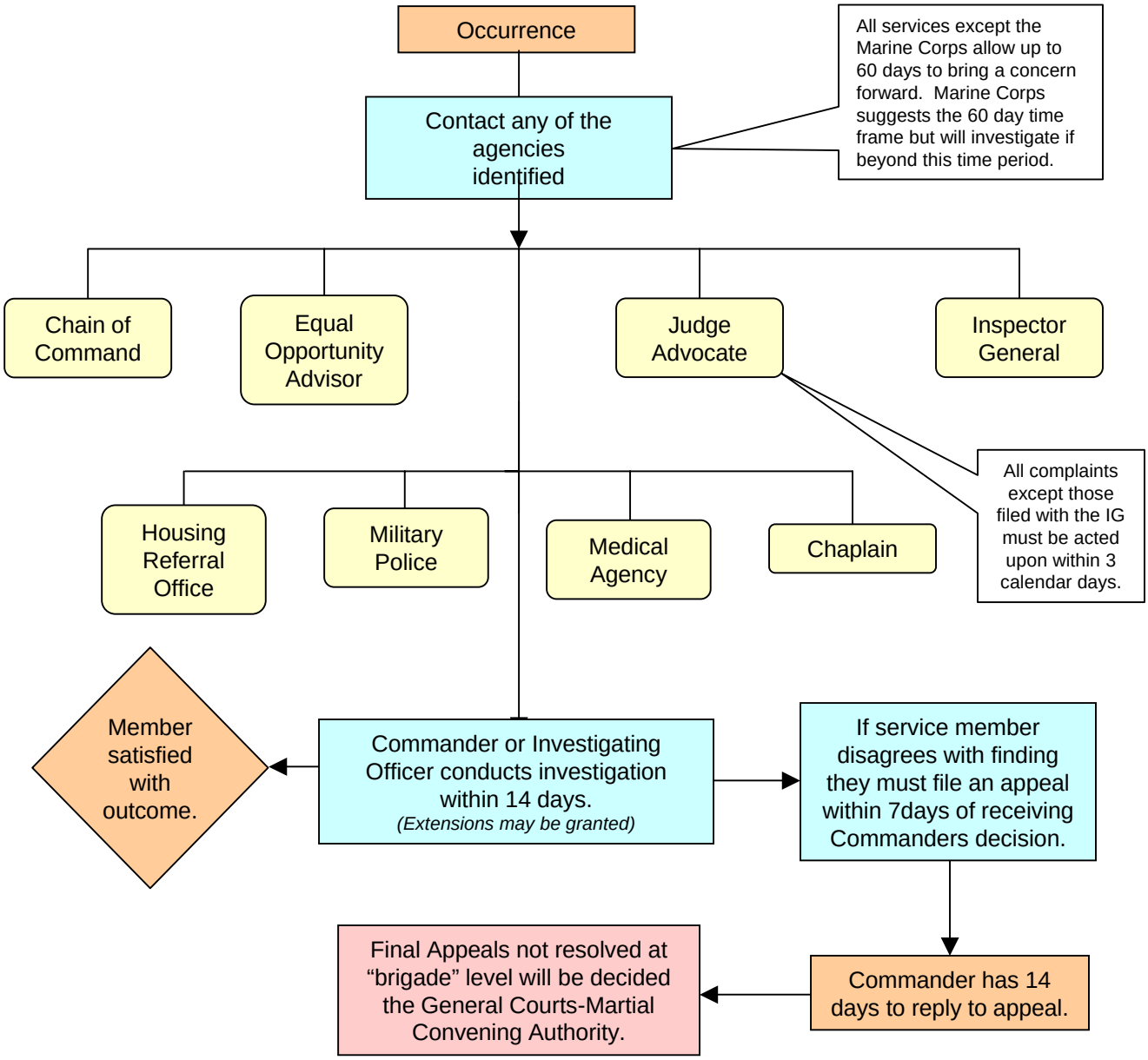Equal Opportunity Complaint Procedures