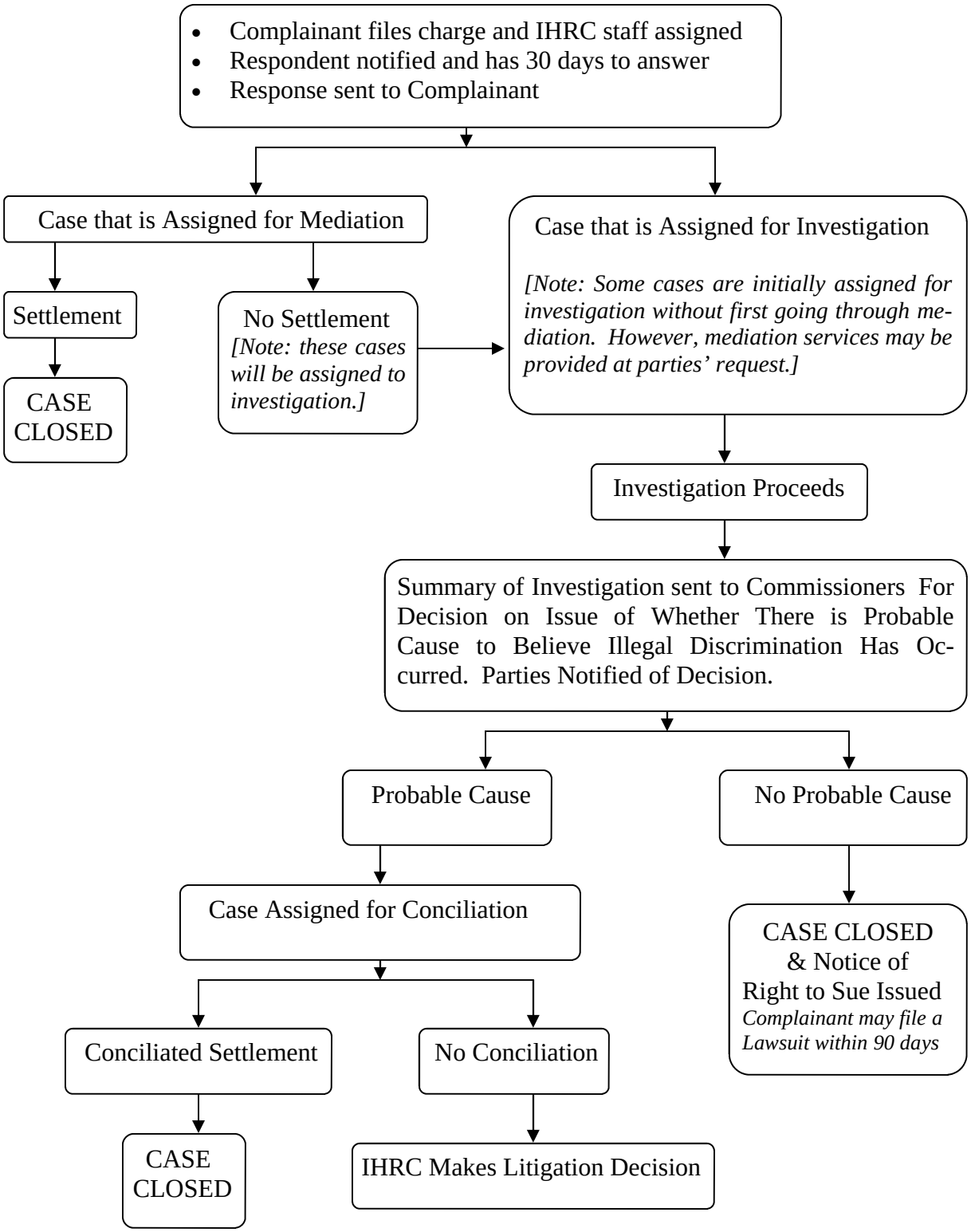IHRC ADMINISTRATIVE COMPLAINT RESOLUTION PROCEDURE