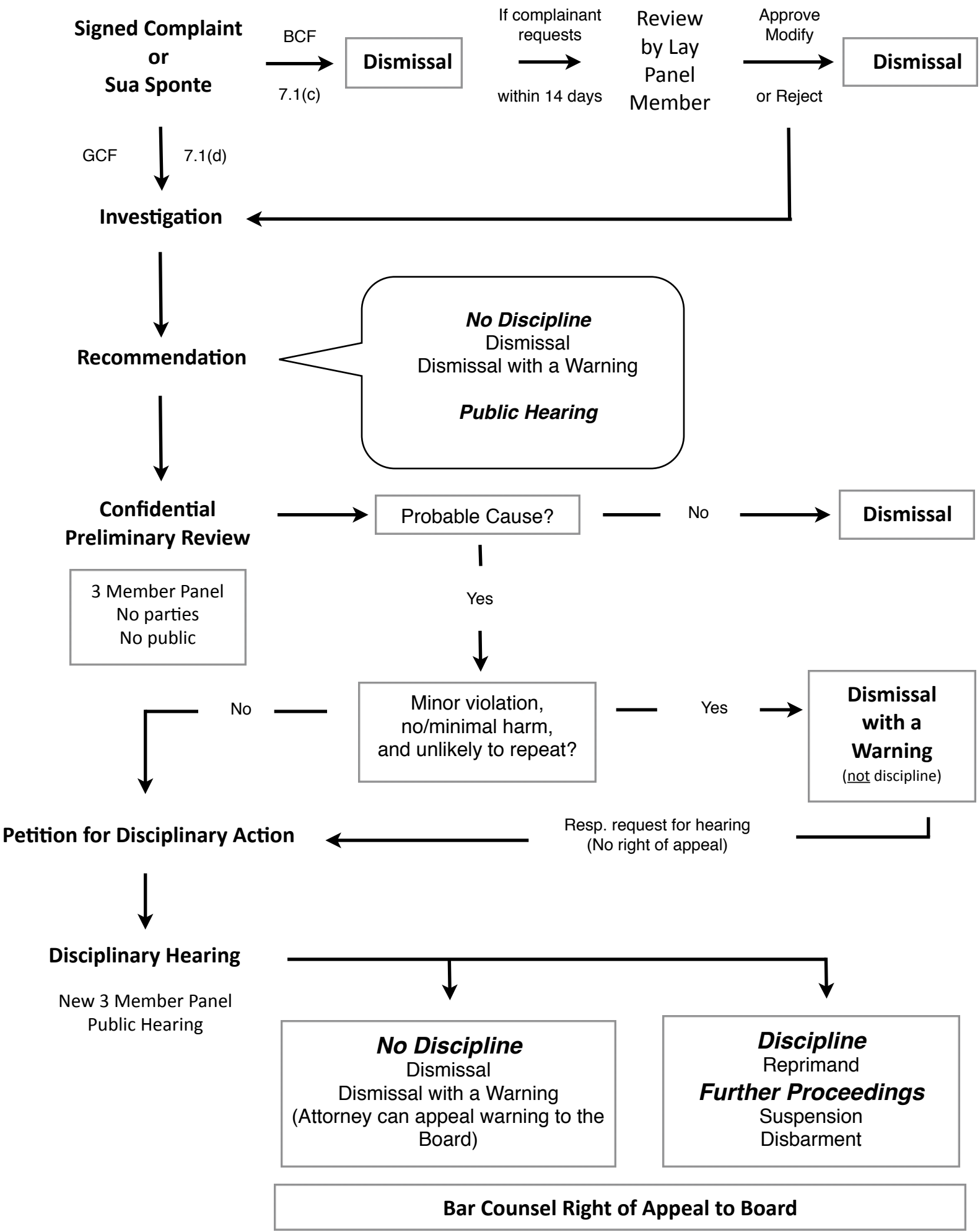COMPLAINT PROCESS AND PROCEEDINGS — BAR RULE 7.1