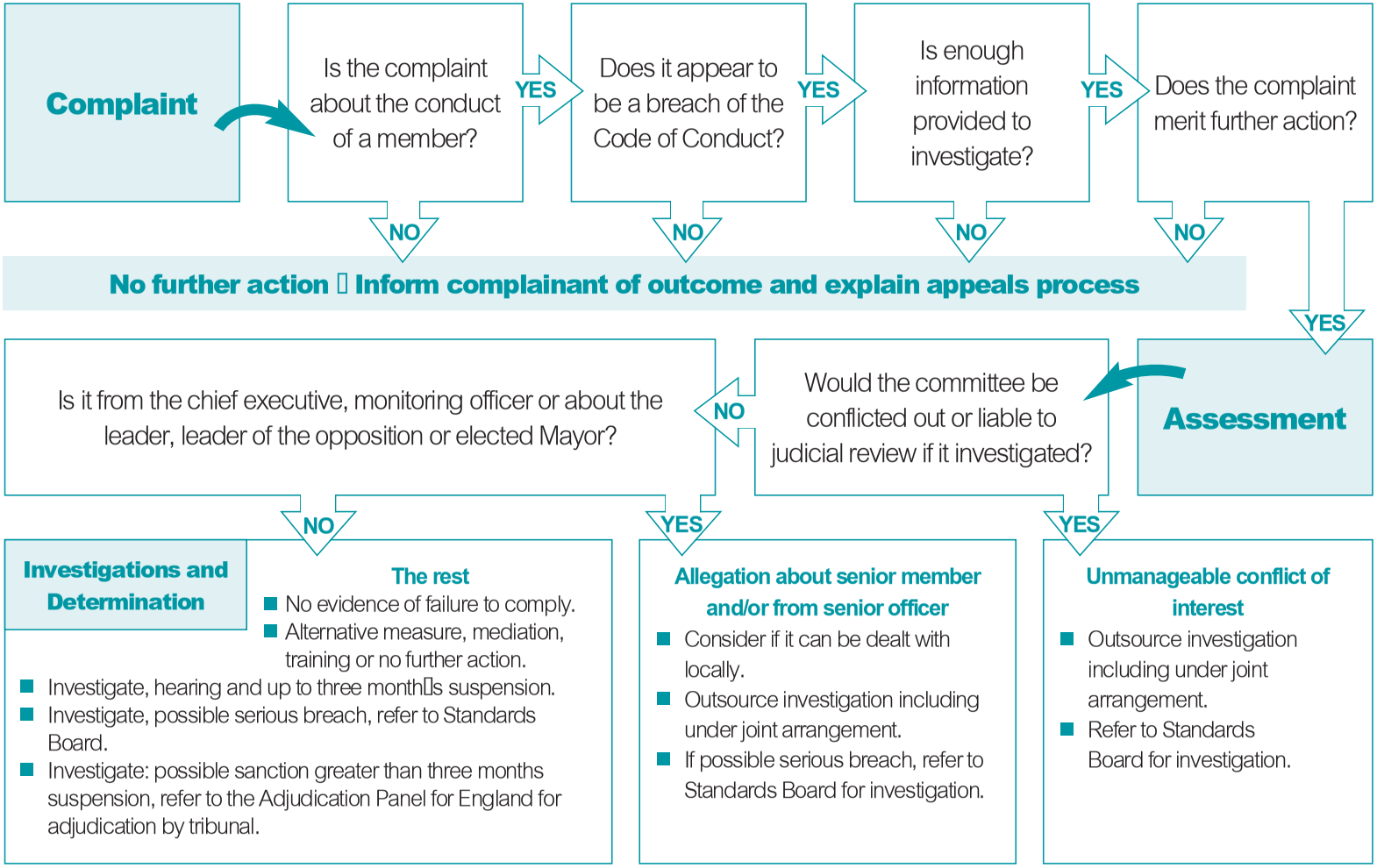
APPENDIX A

Local assessment complaint handling chart