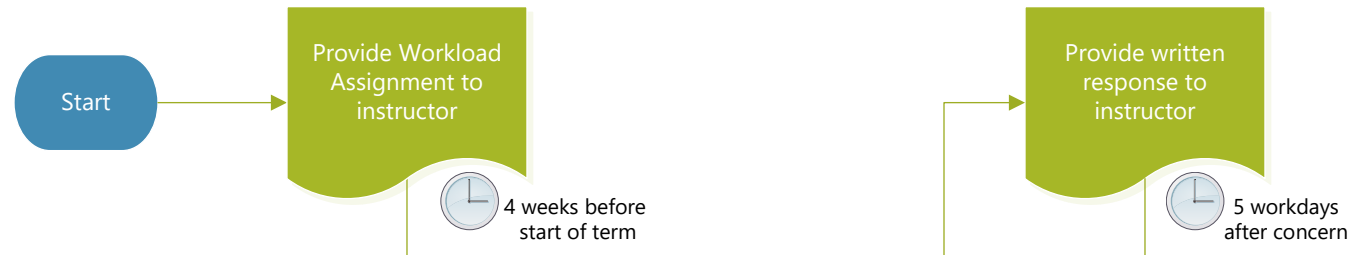
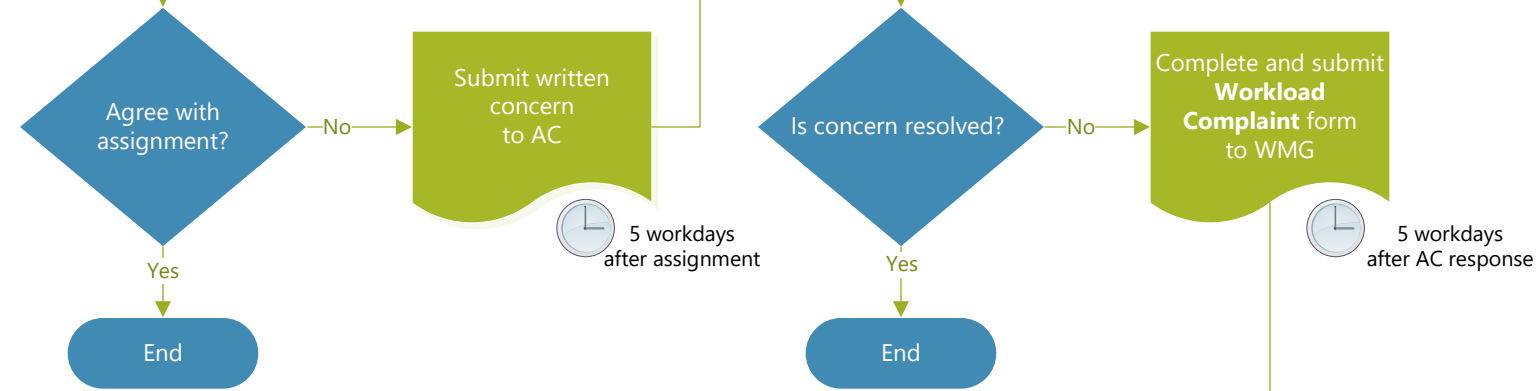


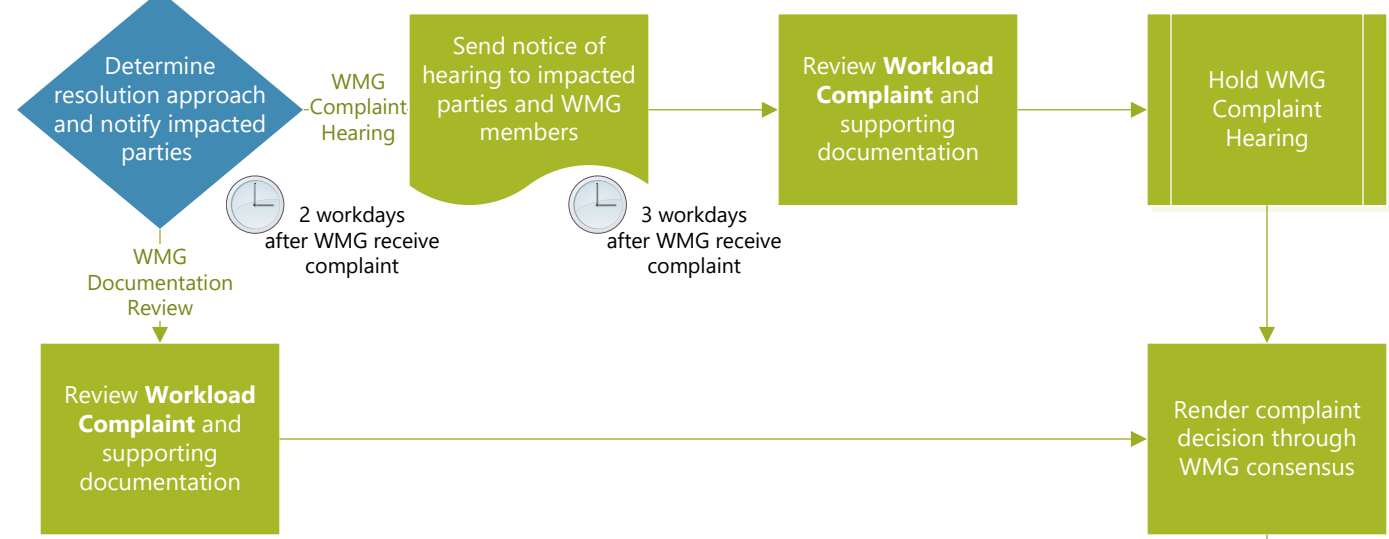
Academic Chair (AC)



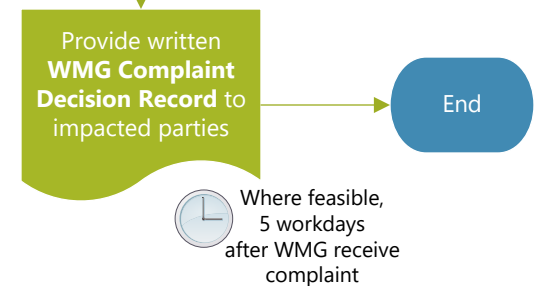
Instructor/Complainant



Workload Monitoring Group (WMG)



WMG Co-Chair



Where feasible, 5 workdays after WMG receive complaint