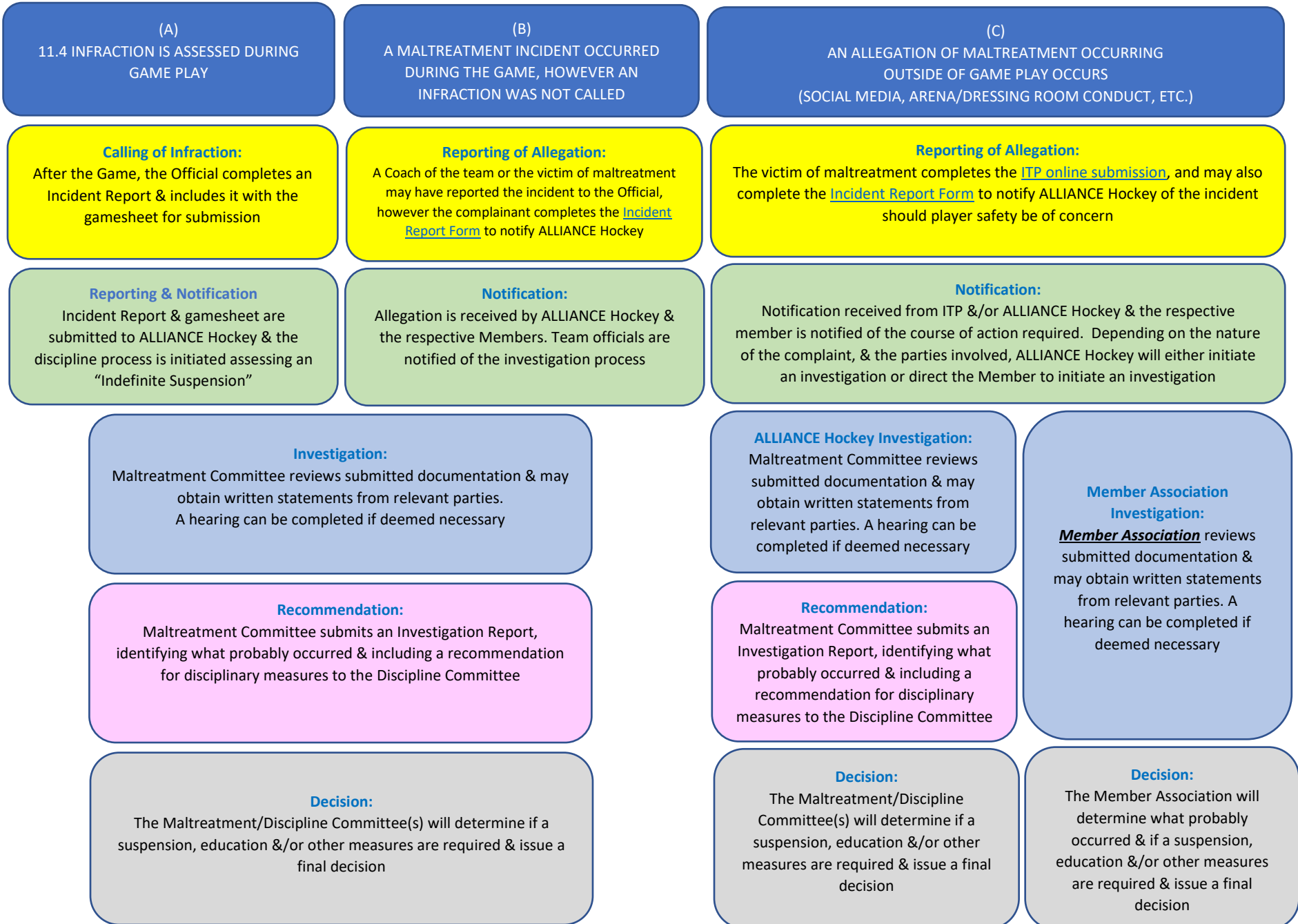




PROCESS FOR MANAGING CONCERNS AND COMPLAINTS



*NOTE: ITP, ALLIANCE Hockey, and Member Associations are bound by confidentiality regarding release of information.