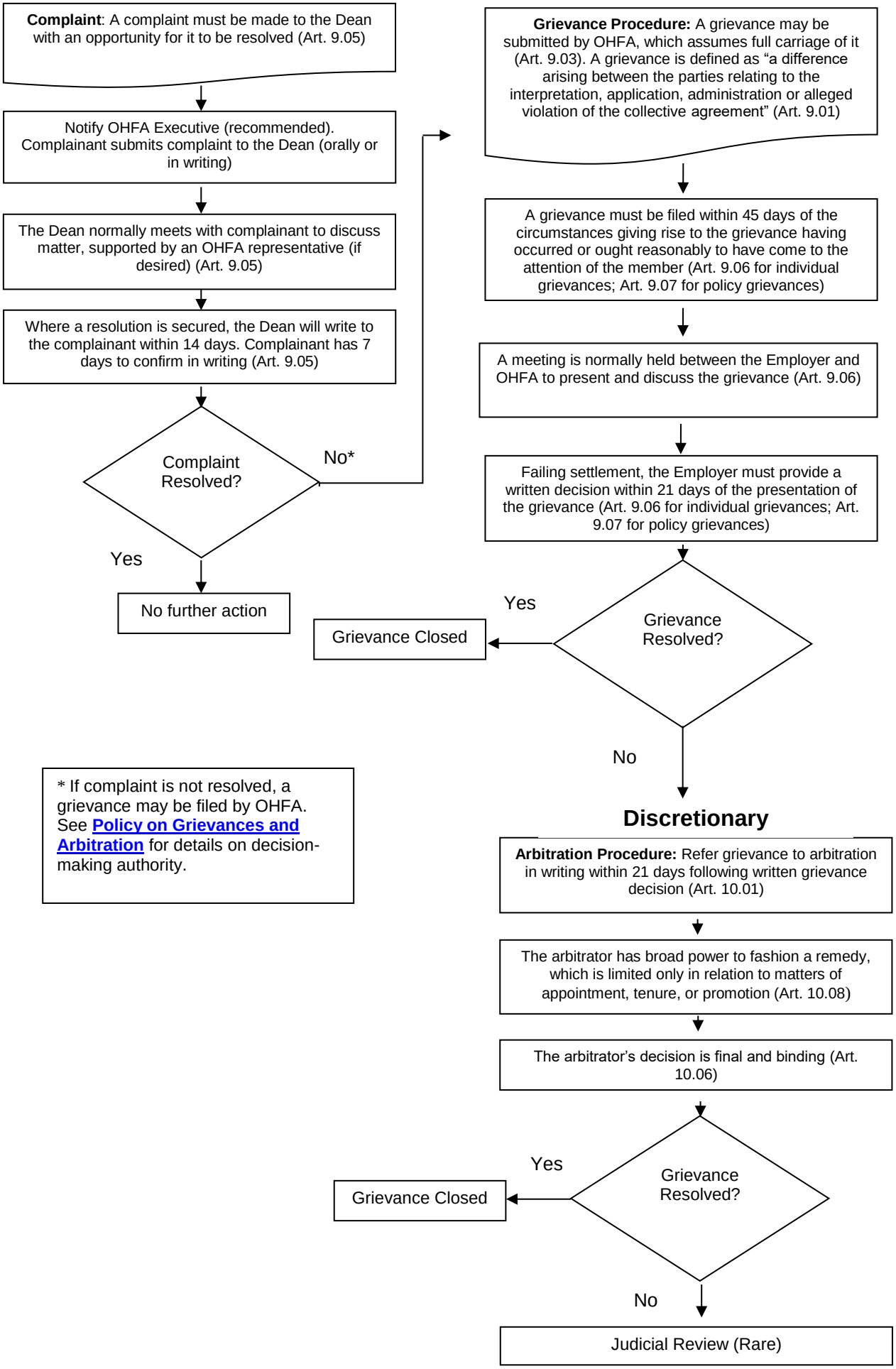OHFA Complaint & Grievance Procedure