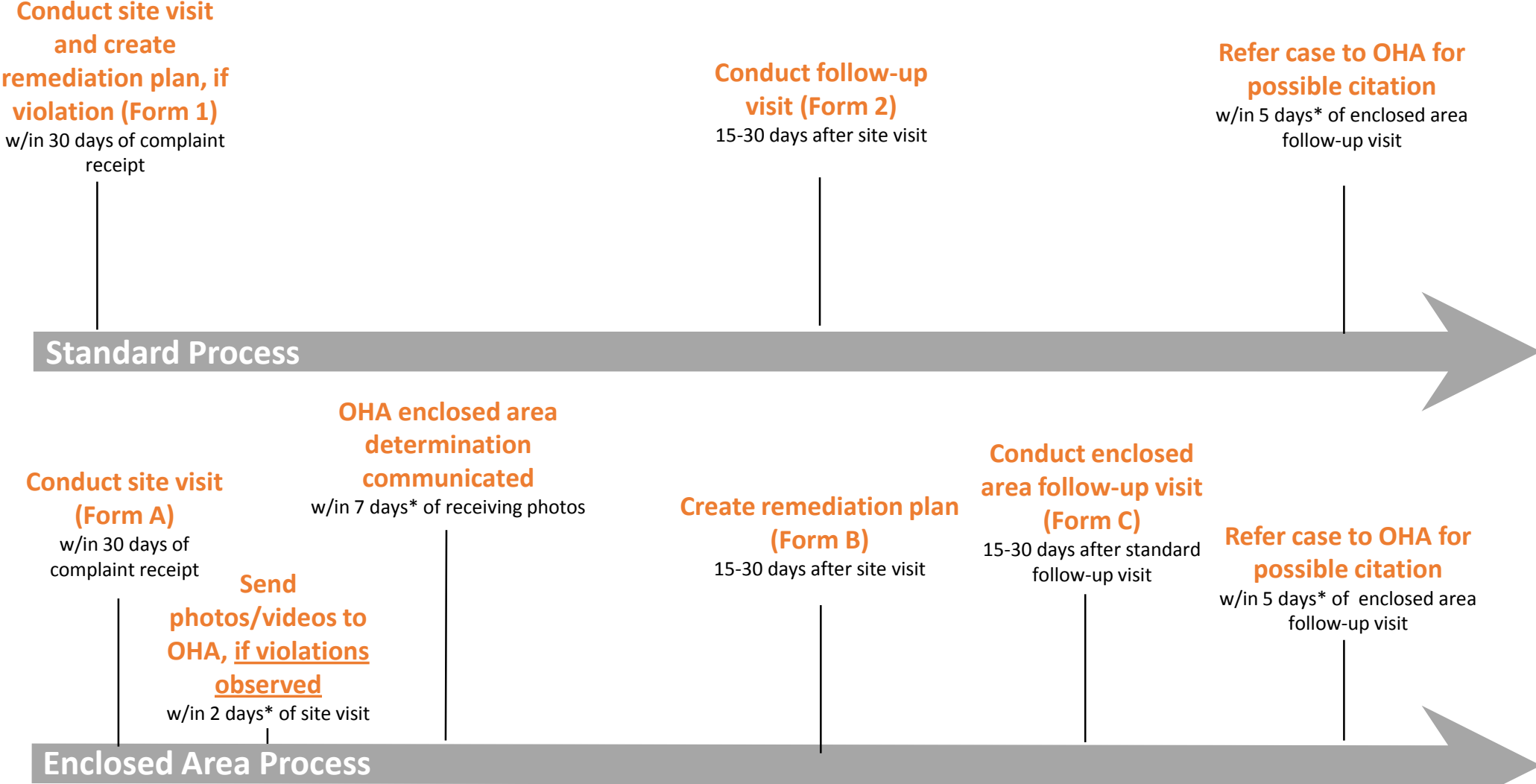


Timeline for critical actions in ICAA implementation

Note: * denotes business days

Steps for standard and enclosed area processes

1. Verify 1st complaint received w/in 5 days* of complaint date
2. Send Initial Response Letter w/in 10 days* of valid complaint date
3. Verify 2nd complaint received w/in 5 days* of complaint date



- If a violation is not observed on initial site visit and another complaint is received, use Form 1 to conduct a site visit.
- If a subsequent complaint is received, post-remediation plan, use Form 3 to conduct a site visit and refer to OHA if violations are observed.