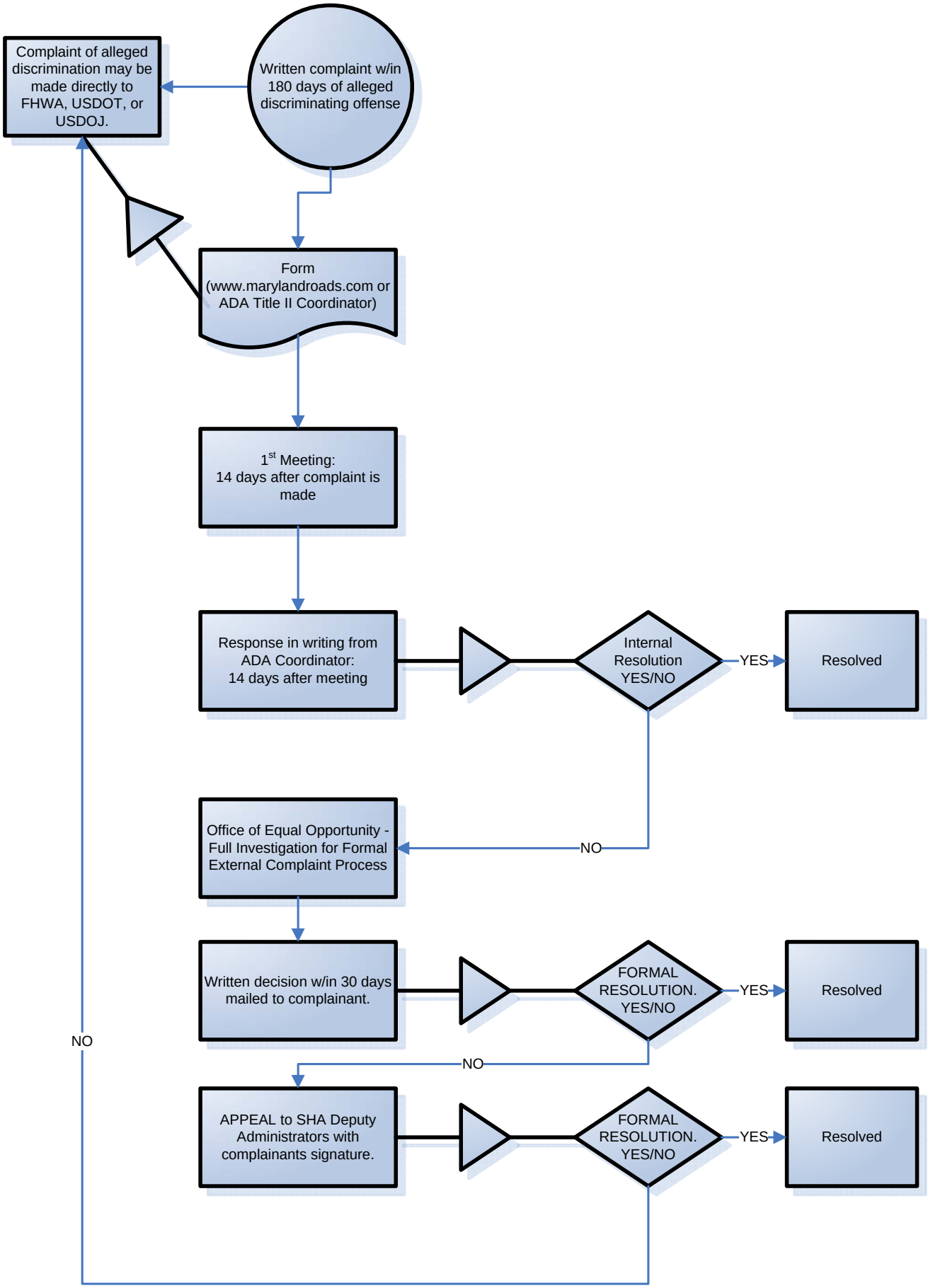SHA's ADA/Section 504 Complaint Process