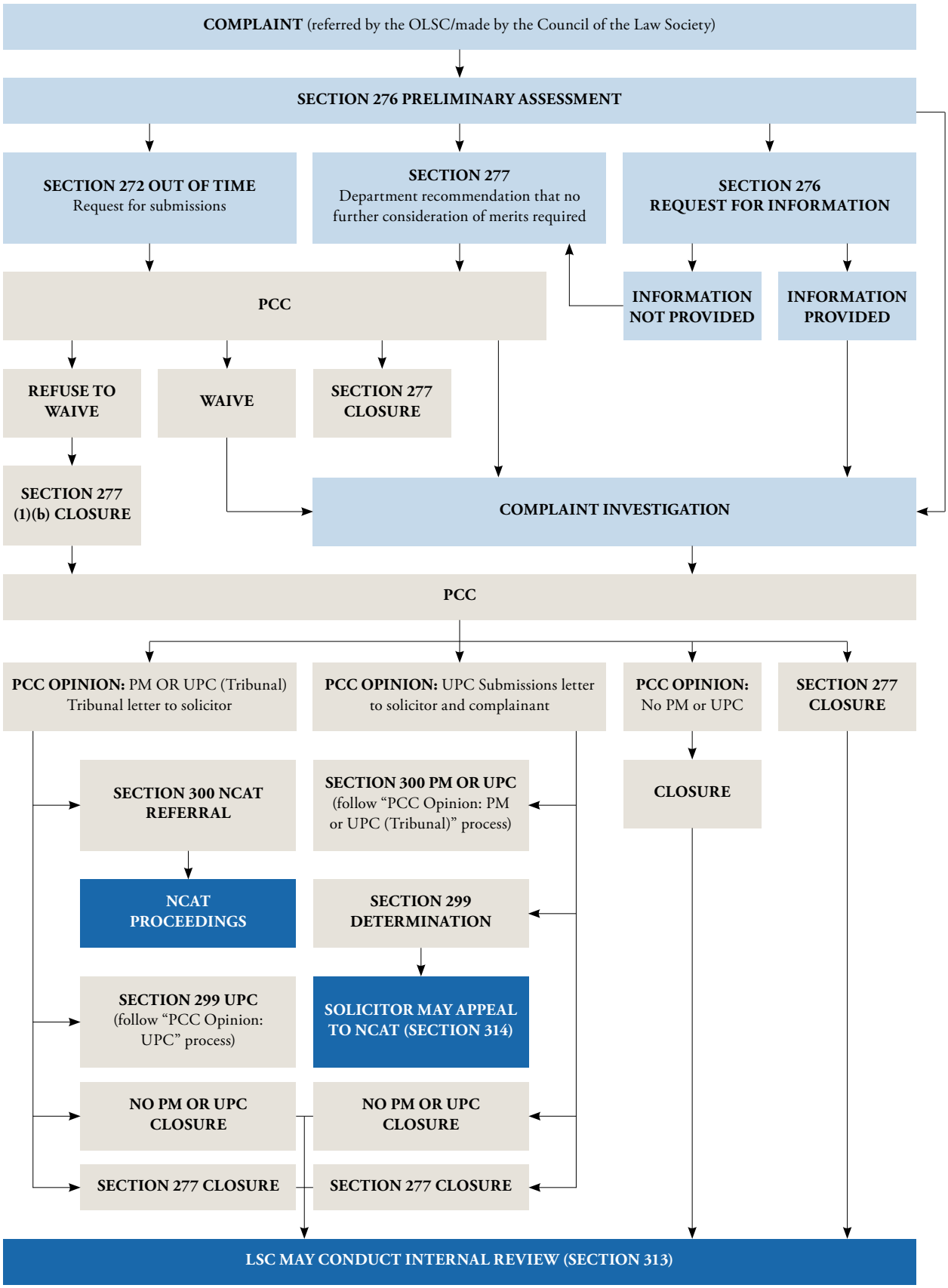
PM	Professional Misconduct
UPC	Unsatisfactory Professional Conduct

Complaints investigation process