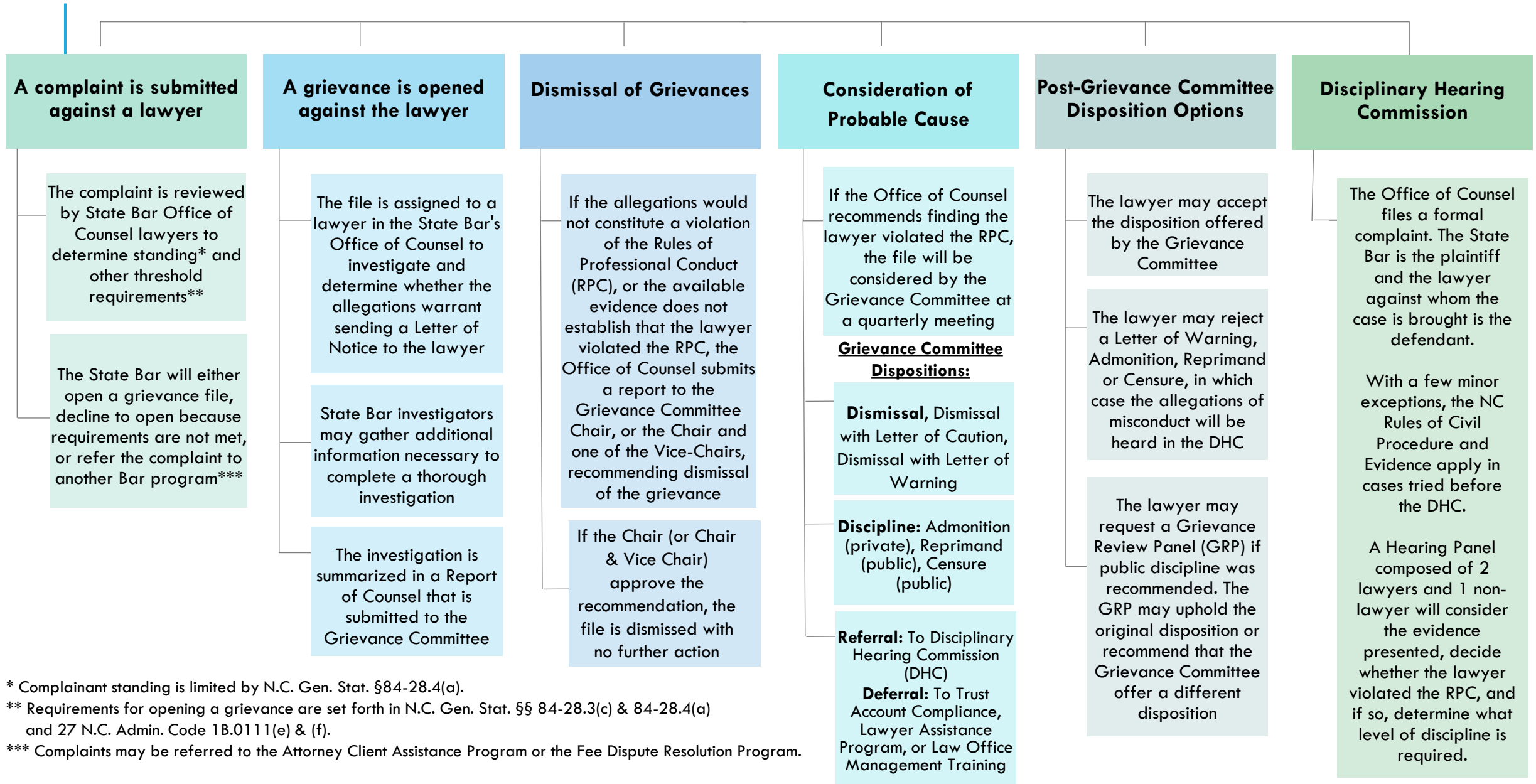


ROADMAP OF THE DISCIPLINARY PROCESS



* Complainant standing is limited by N.C. Gen. Stat. §84-28.4(a).

** Requirements for opening a grievance are set forth in N.C. Gen. Stat. §§ 84-28.3(c) & 84-28.4(a) and 27 N.C. Admin. Code 1B.0111(e) & (f).

*** Complaints may be referred to the Attorney Client Assistance Program or the Fee Dispute Resolution Program.