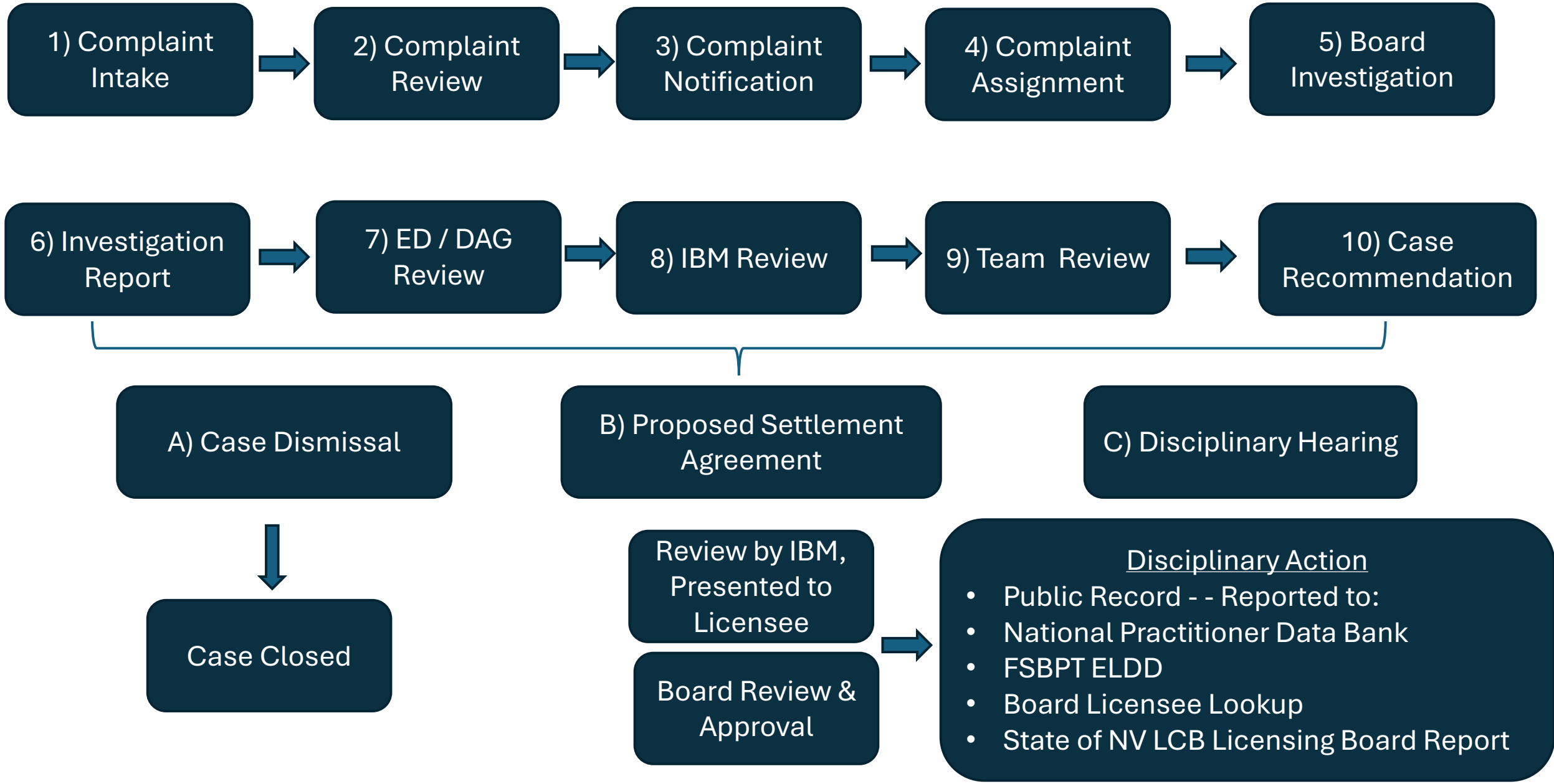NVPTB COMPLAINT, INVESTIGATION & DISCIPLINE