1. Call Complaint Report 
   10:00 am    Report #2019-040    Susan Hendrick (Homeowner) vs. Environmental Tree Care
2. Review Committee member introductions
3. Explanation of Hearing proceedings
4. Determination of Review Committee conflicts of interest
5. Complainant presentation of position (20 minutes)
6. Respondent presentation of position (20 minutes)
7. Complainant rebuttal (5 minutes)
8. Review Committee questions for complainant and respondent
9. Review Committee discussion
   a. Findings of fact
   b. Remedial action recommendations
   c. Next steps
10. Adjourn

\[1\] This Agenda is subject to change up to 24 hours before the event.