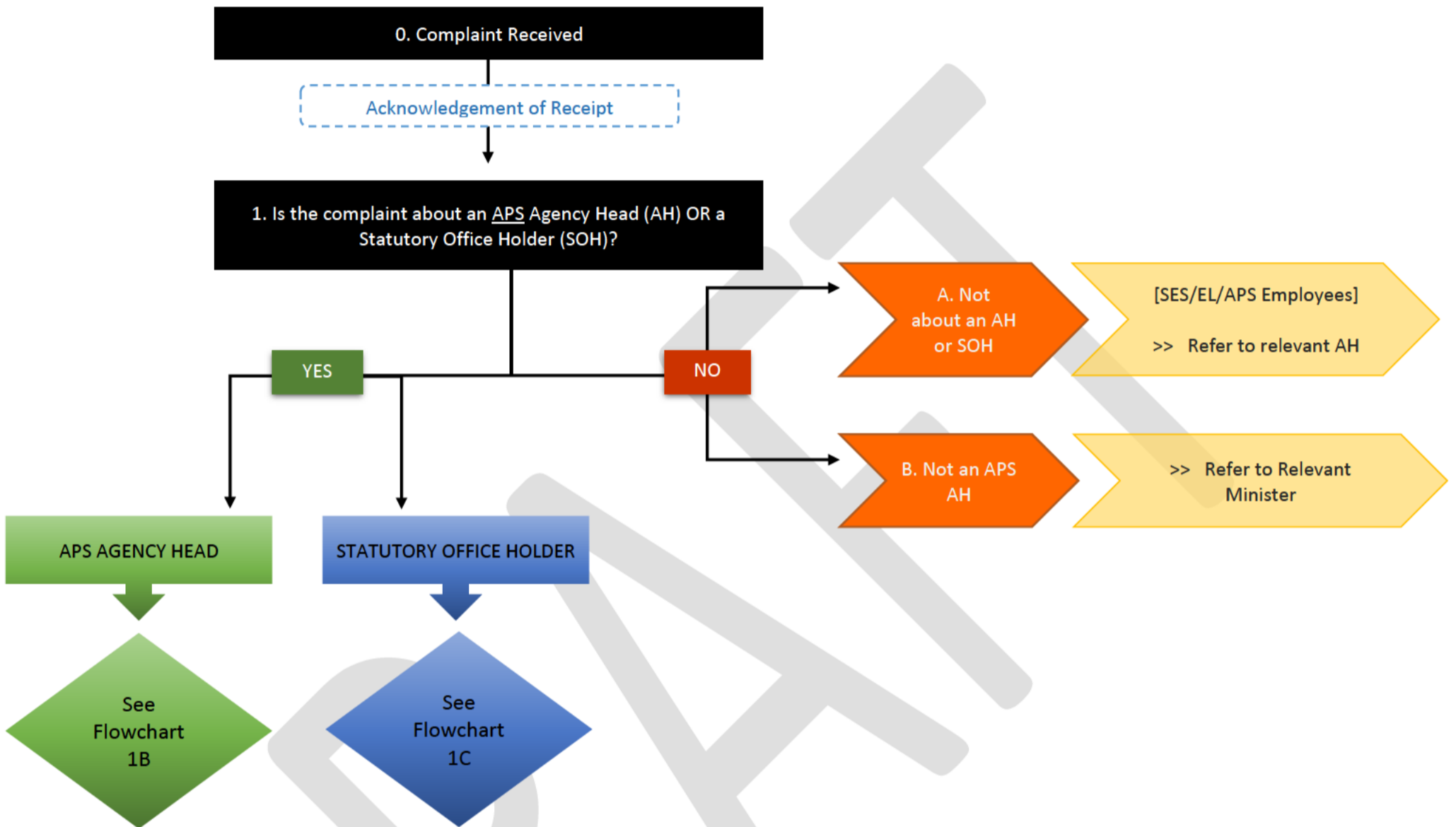


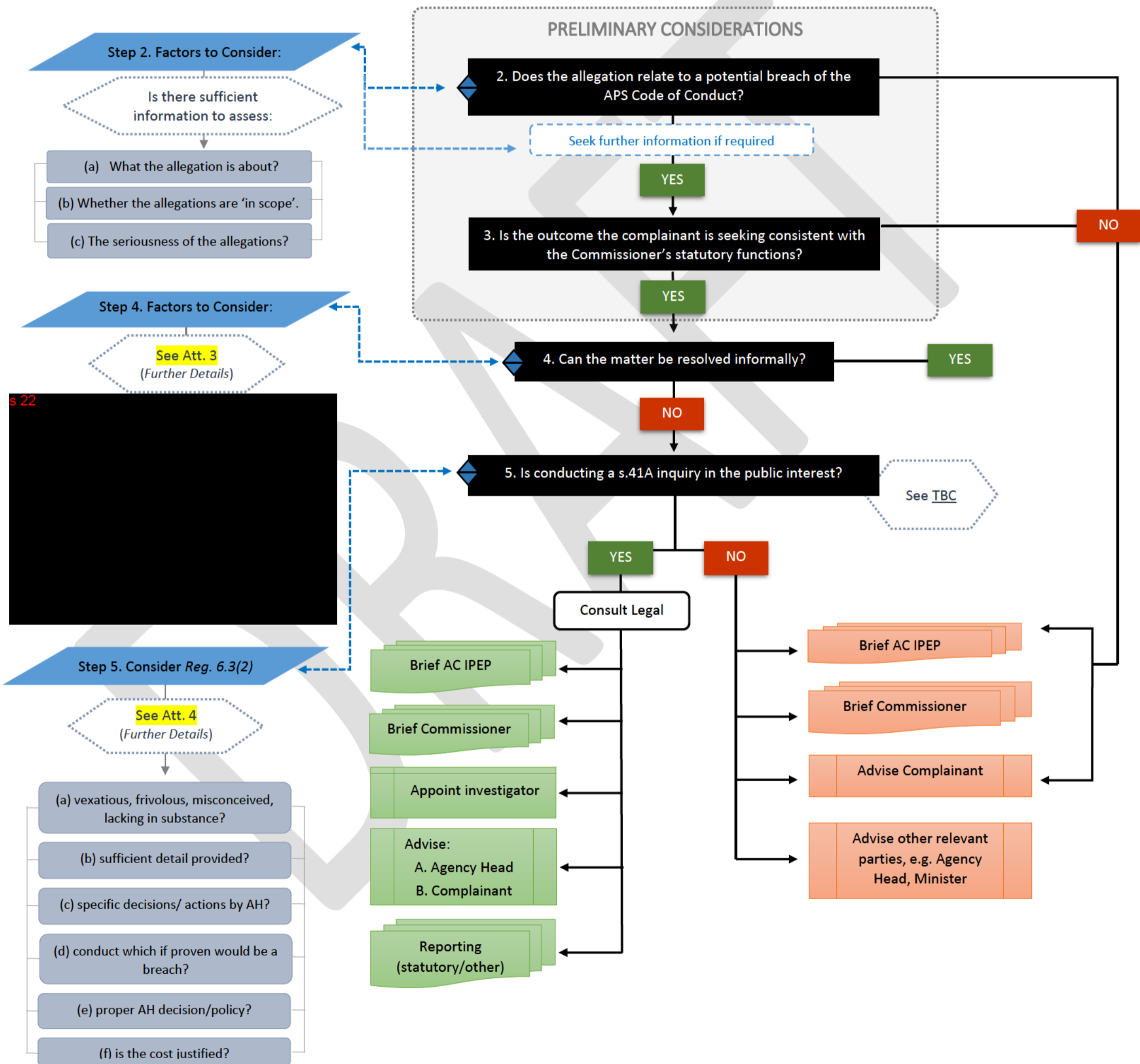
# AGENCY HEAD & STATUTORY OFFICE HOLDER COMPLAINTS

## FLOWCHART 1A INITIAL CHECKS



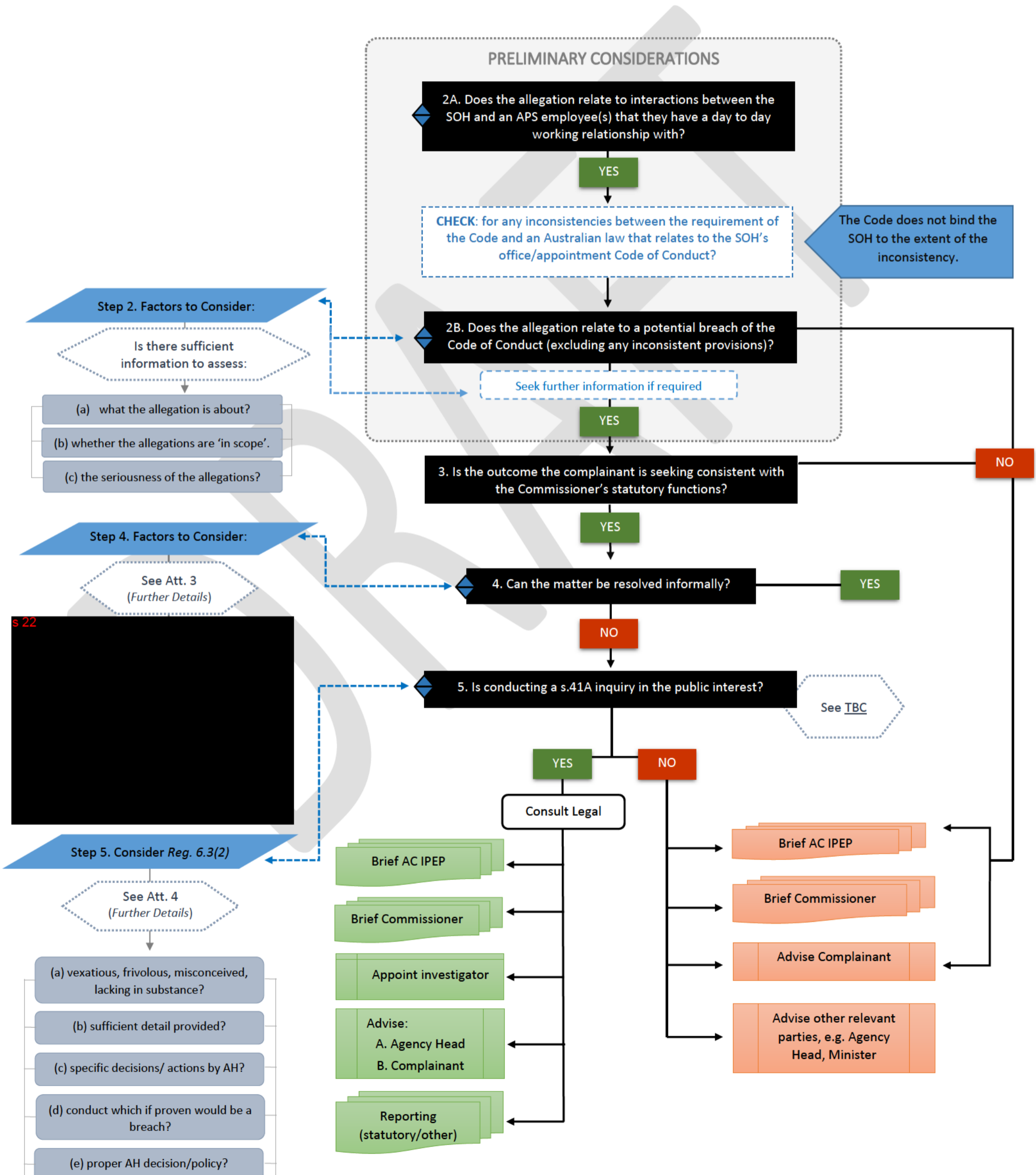
# APS AGENCY HEAD

## FLOWCHART 1B



# STATUTORY OFFICE HOLDER

## FLOWCHART 1C



DRAFT