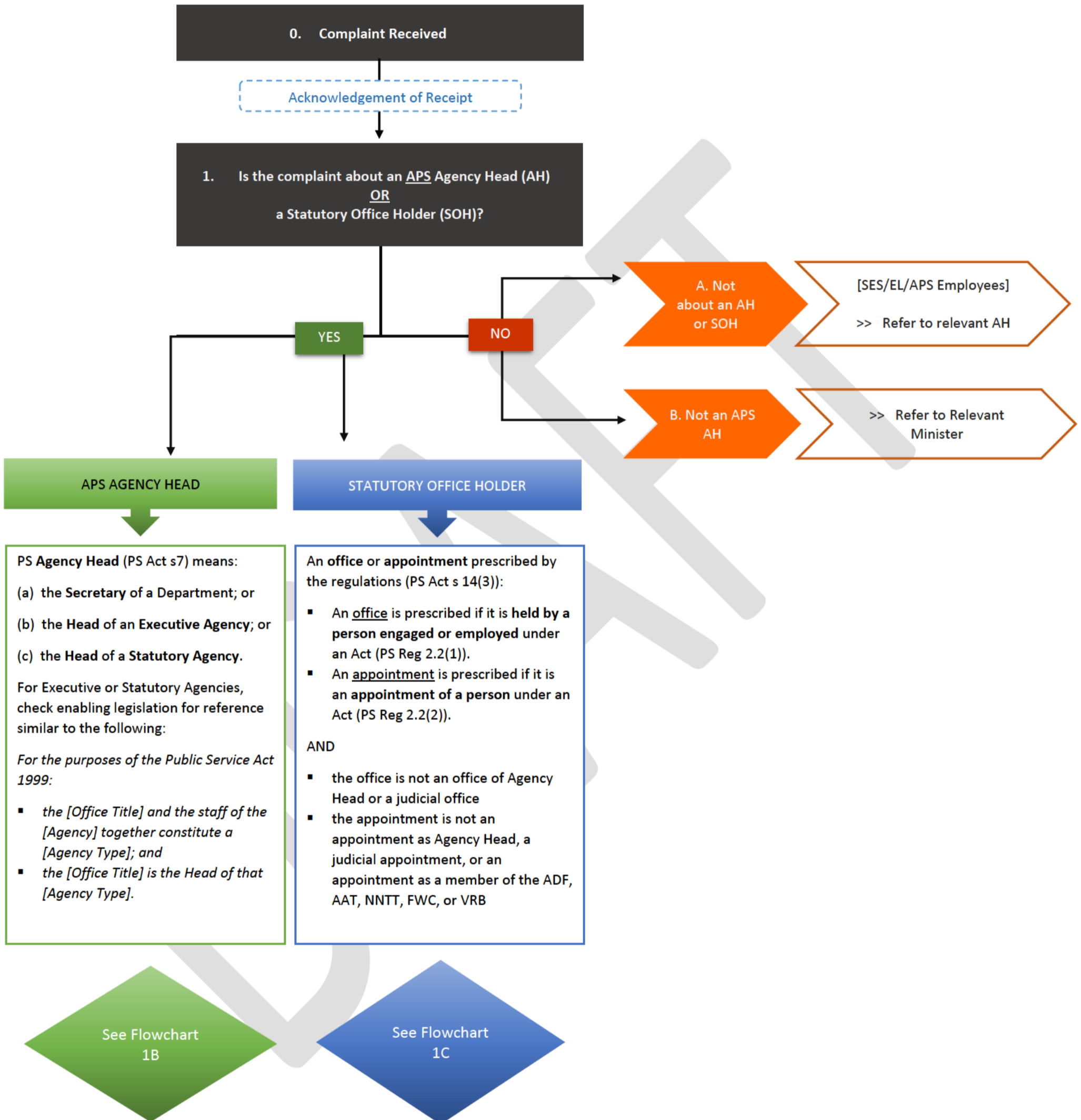


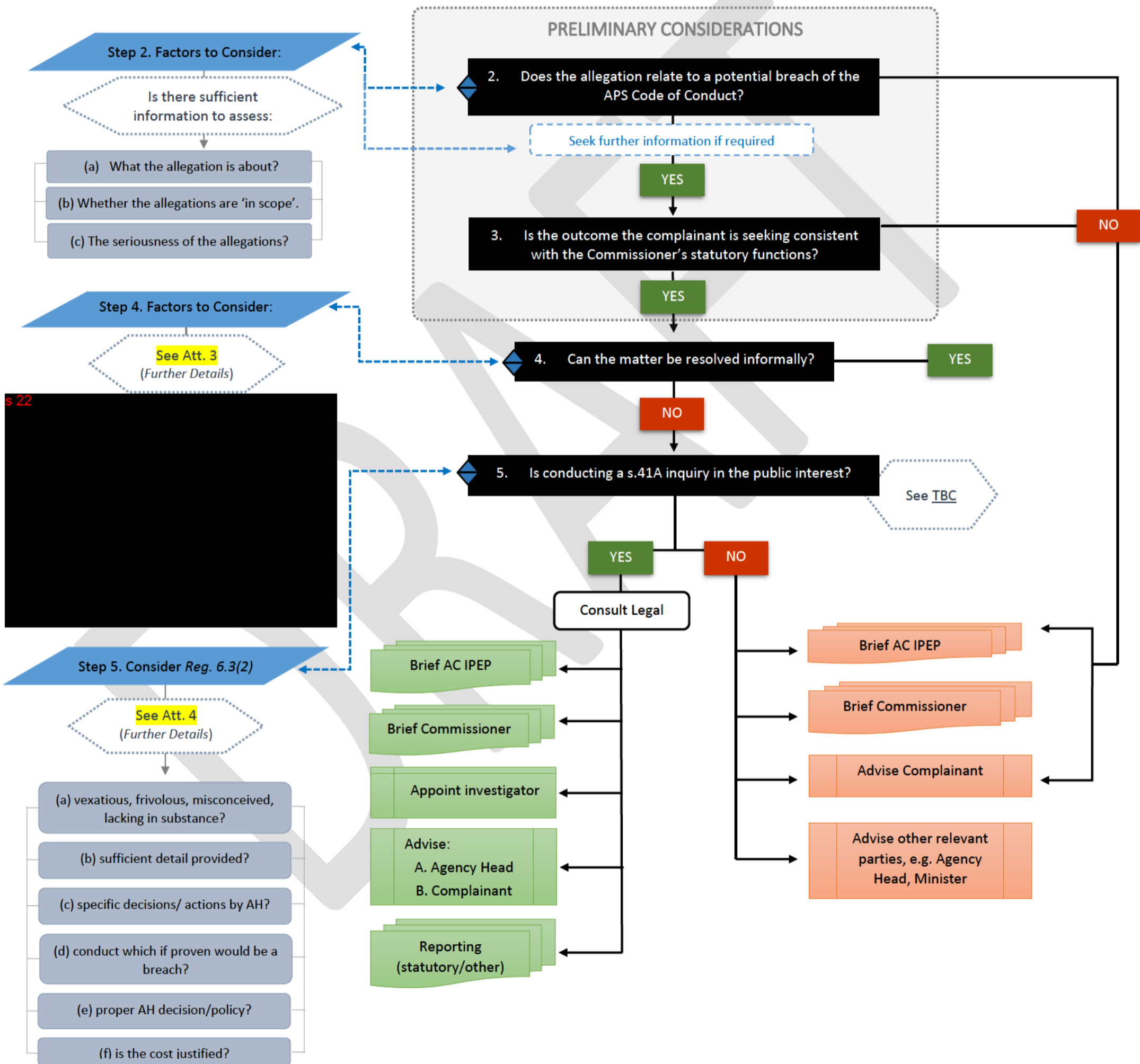
AGENCY HEAD & STATUTORY OFFICE HOLDER COMPLAINTS

FLOWCHART 1A INITIAL CHECKS



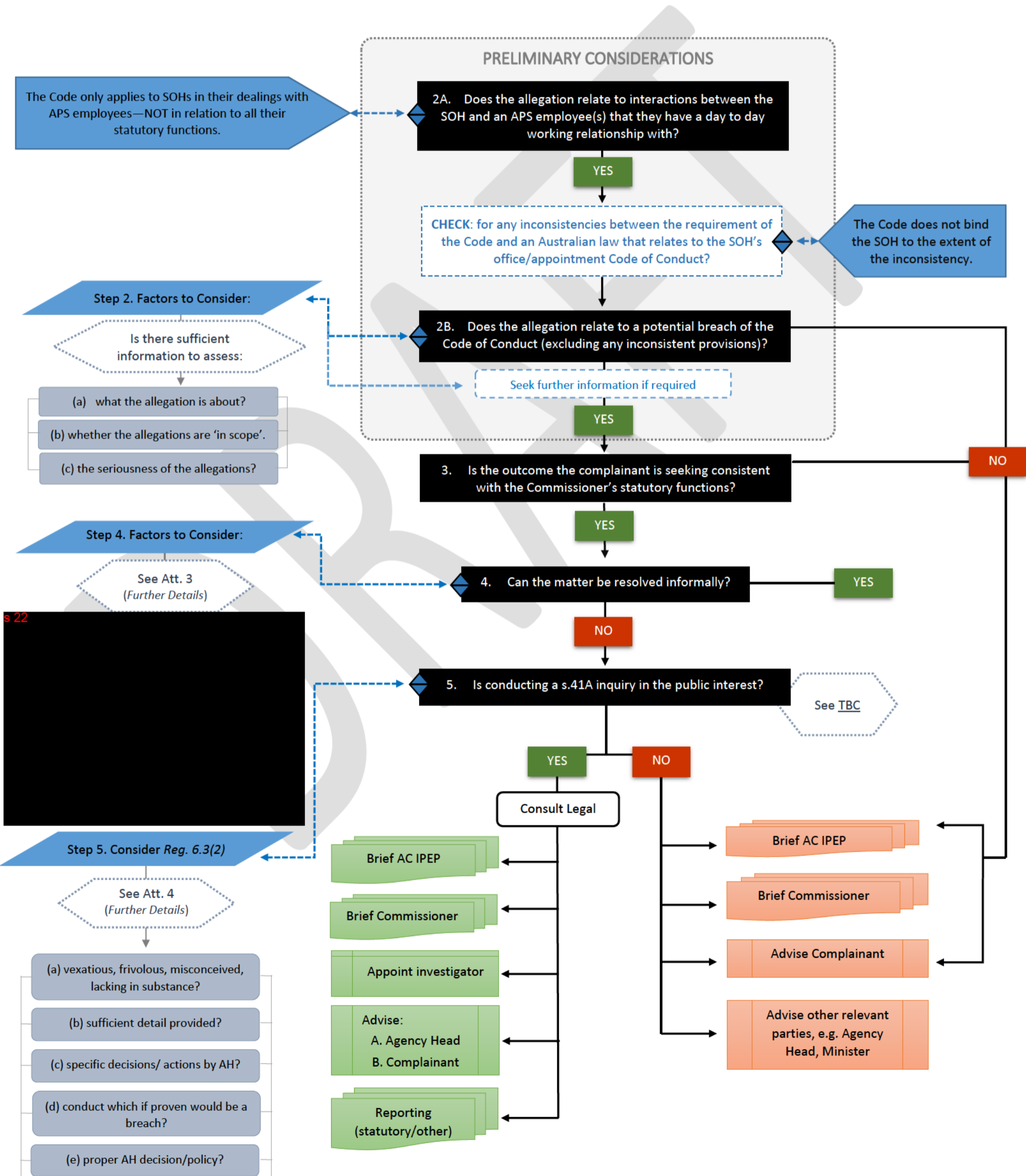
APS AGENCY HEAD

FLOWCHART 1B



STATUTORY OFFICE HOLDER

FLOWCHART 1C



DRAFT