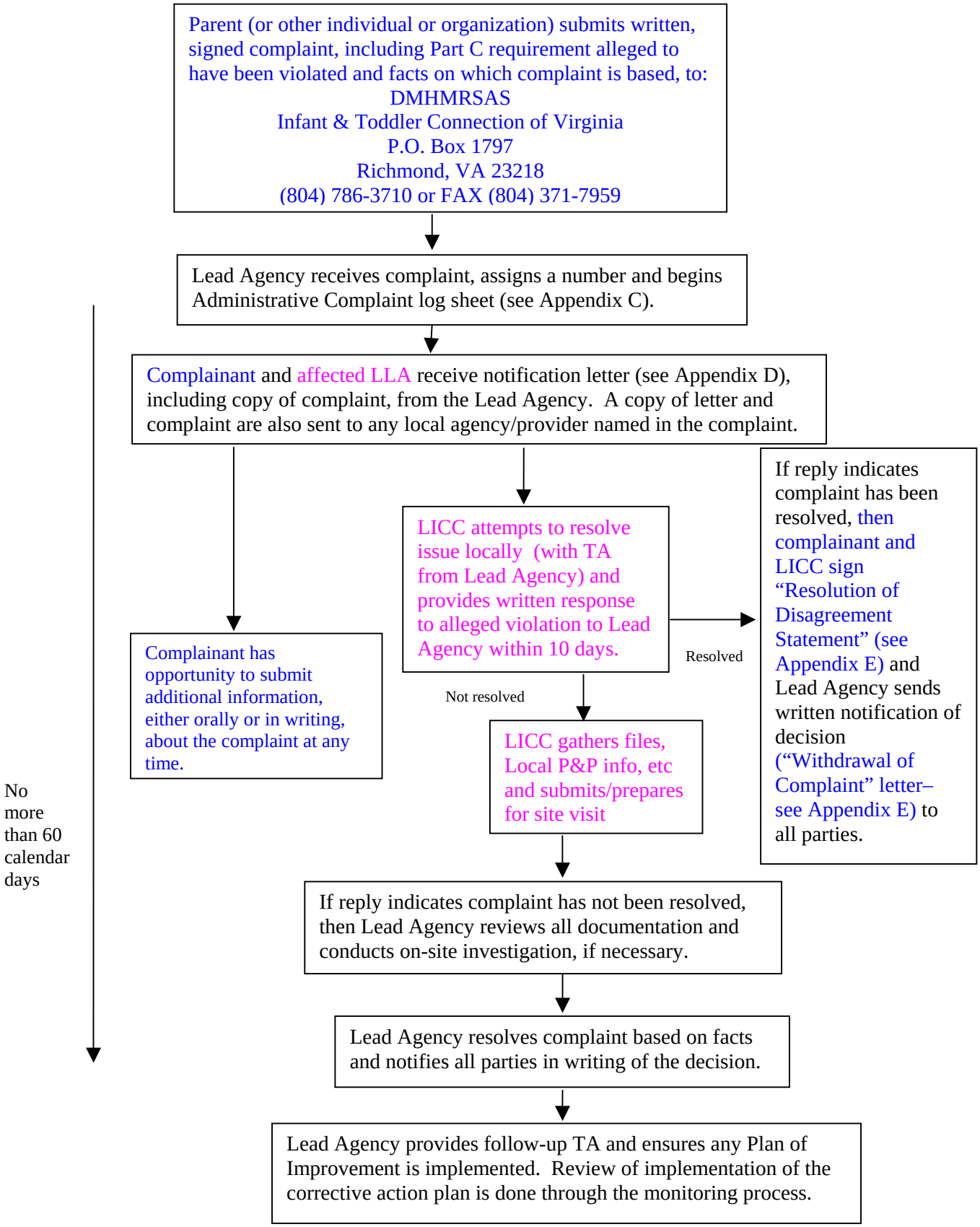Process for Filing and Resolving Administrative Complaints