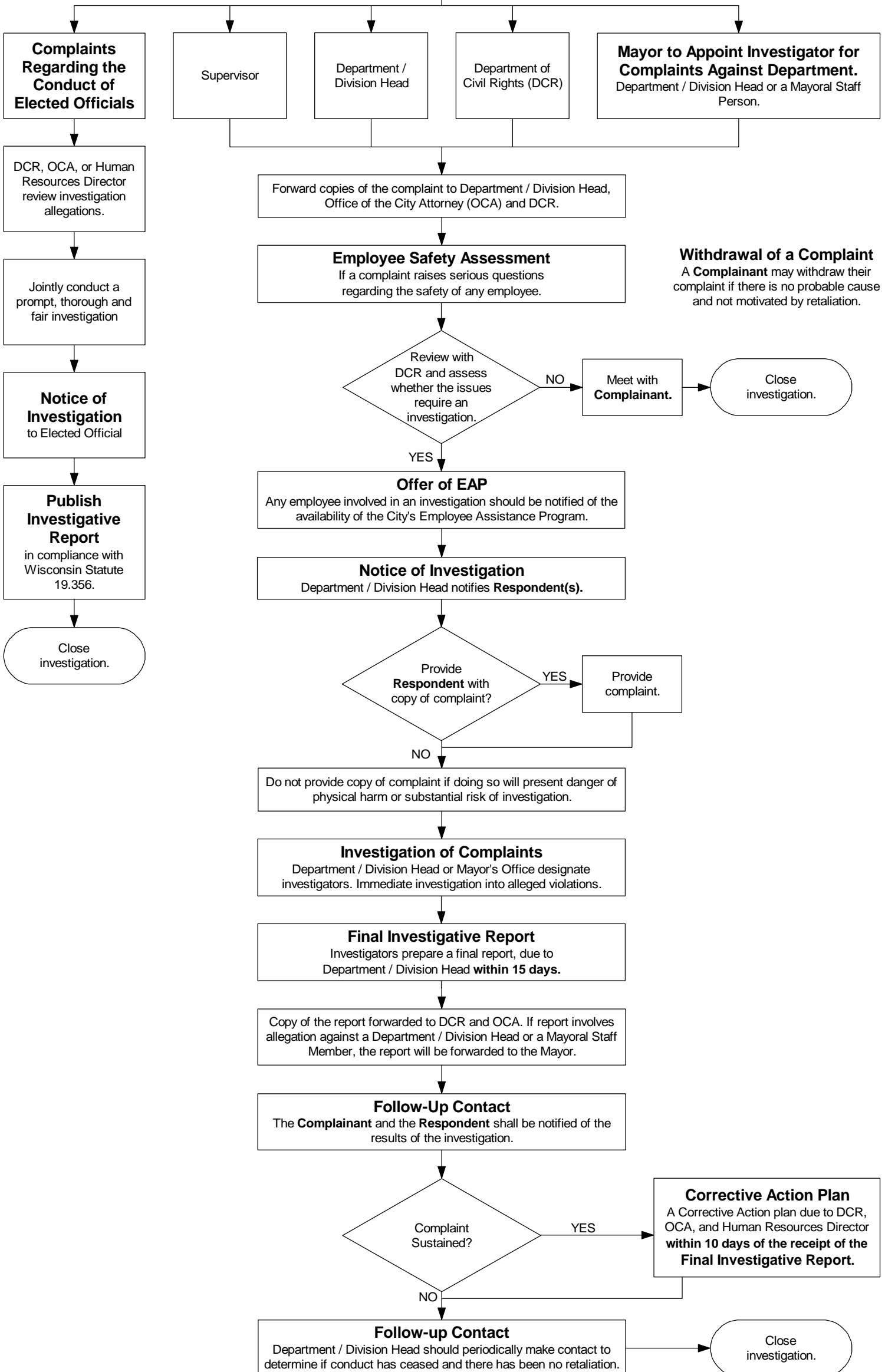


**Complaint Process Flowchart**  
**APM No. 3-5**

**Right to File a Complaint**  
 Review with DCR and assess whether the issues require an investigation.

**Form of Complaint**

A complaint is made orally or in writing. The recipient of an oral complaint shall reduce the allegations in writing.



**Withdrawal of a Complaint**  
 A Complainant may withdraw their complaint if there is no probable cause and not motivated by retaliation.