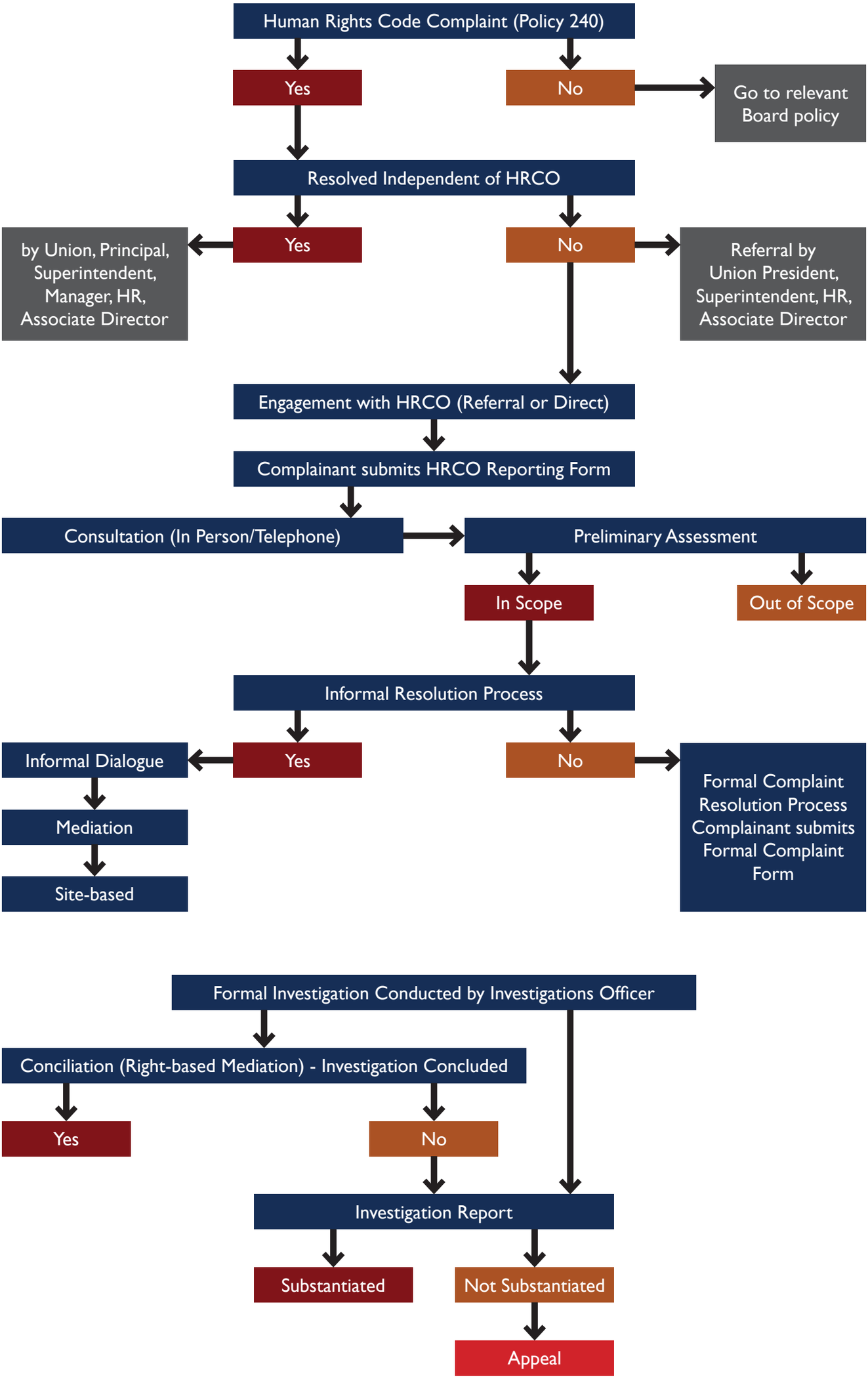HRCO COMPLAINT PROCESS