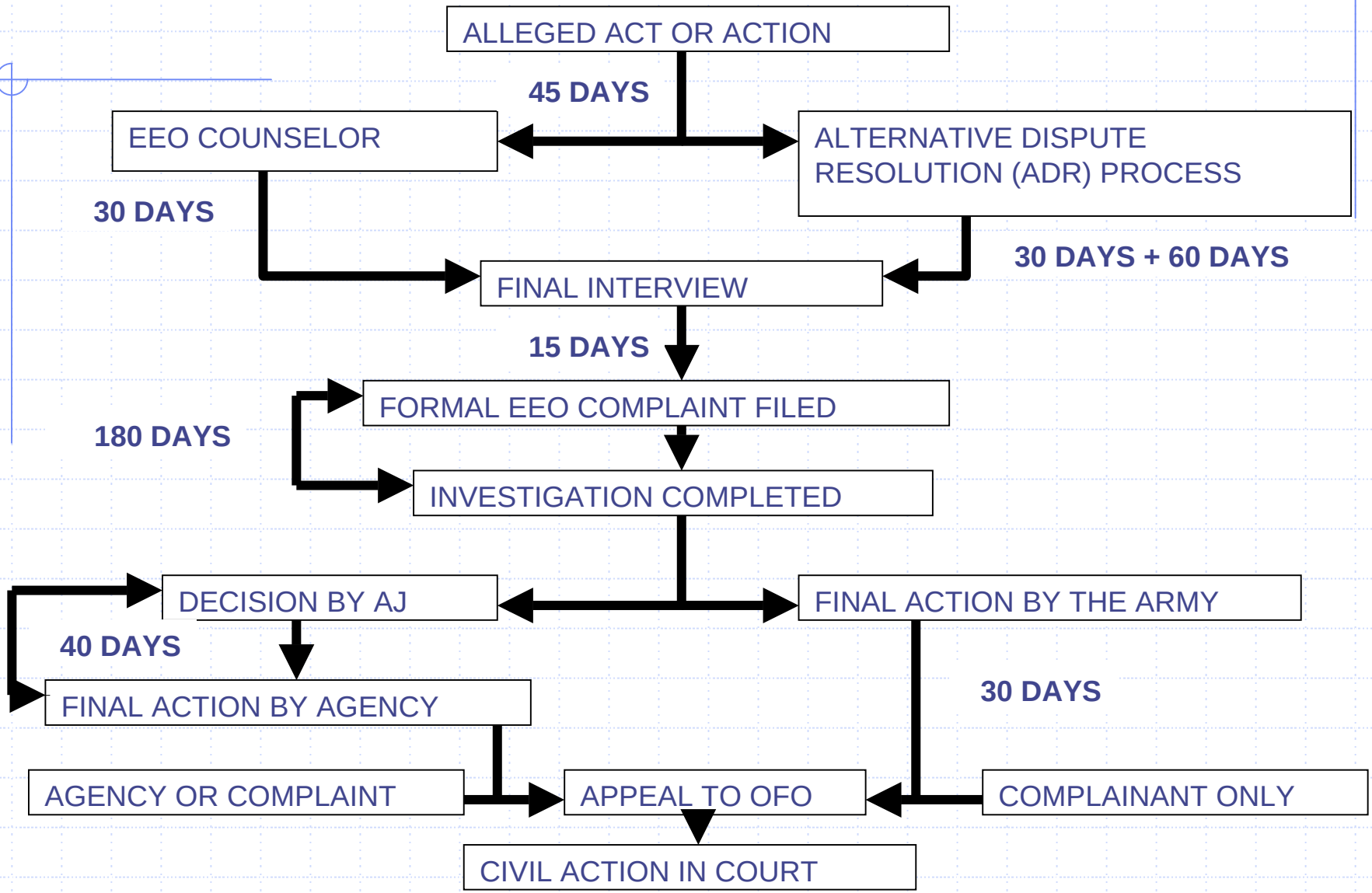OVERVIEW EEO COMPLAINT PROCESS