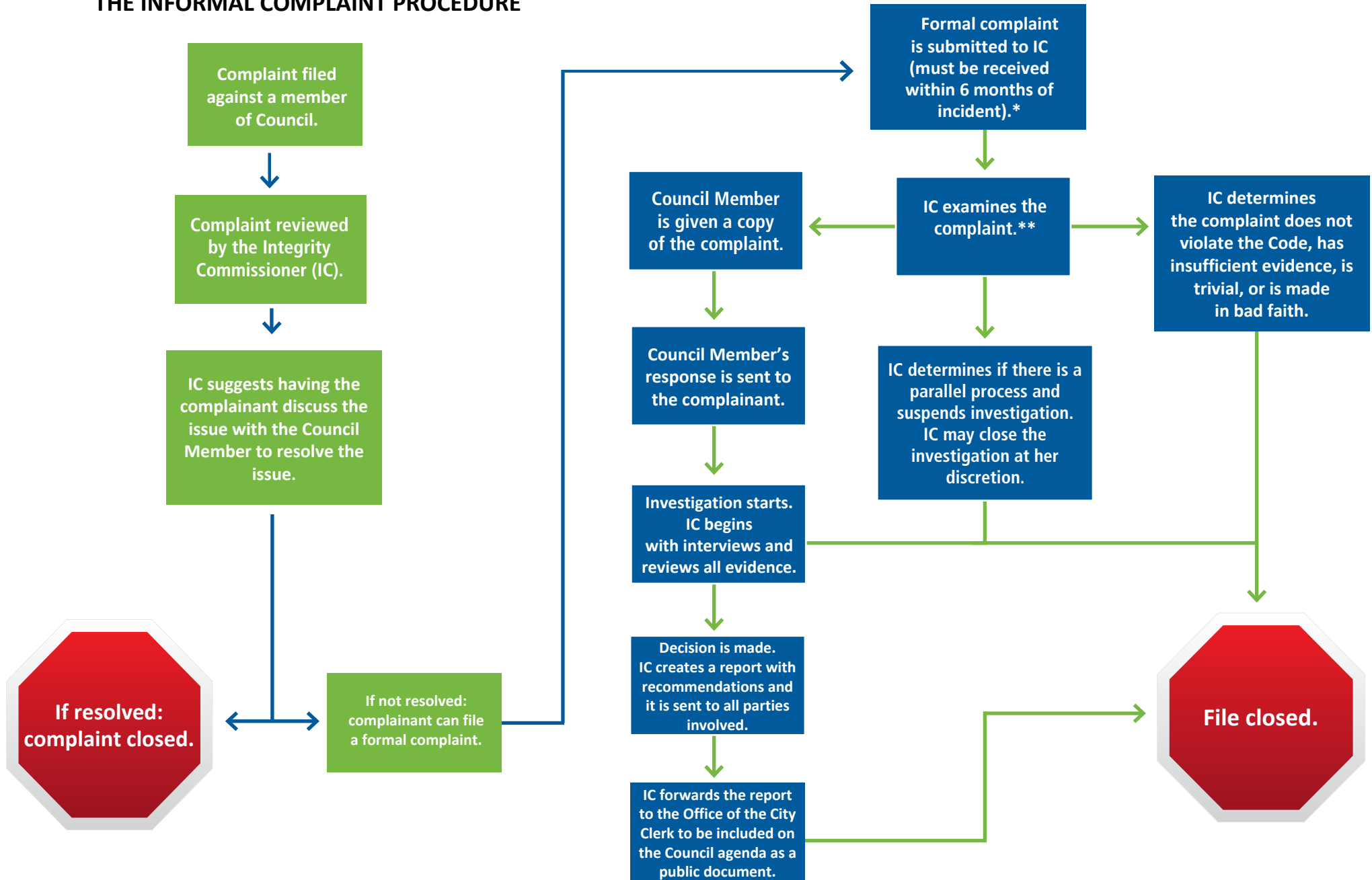


THE FORMAL COMPLAINT PROCEDURE

THE INFORMAL COMPLAINT PROCEDURE



*A formal complaint must be accompanied by a sworn affidavit.

**All formal complaints are received by the IC's office for evaluation of jurisdiction, completeness and/or investigation. A complaint may be processed concurrently under the City's Policies if it involves an employee