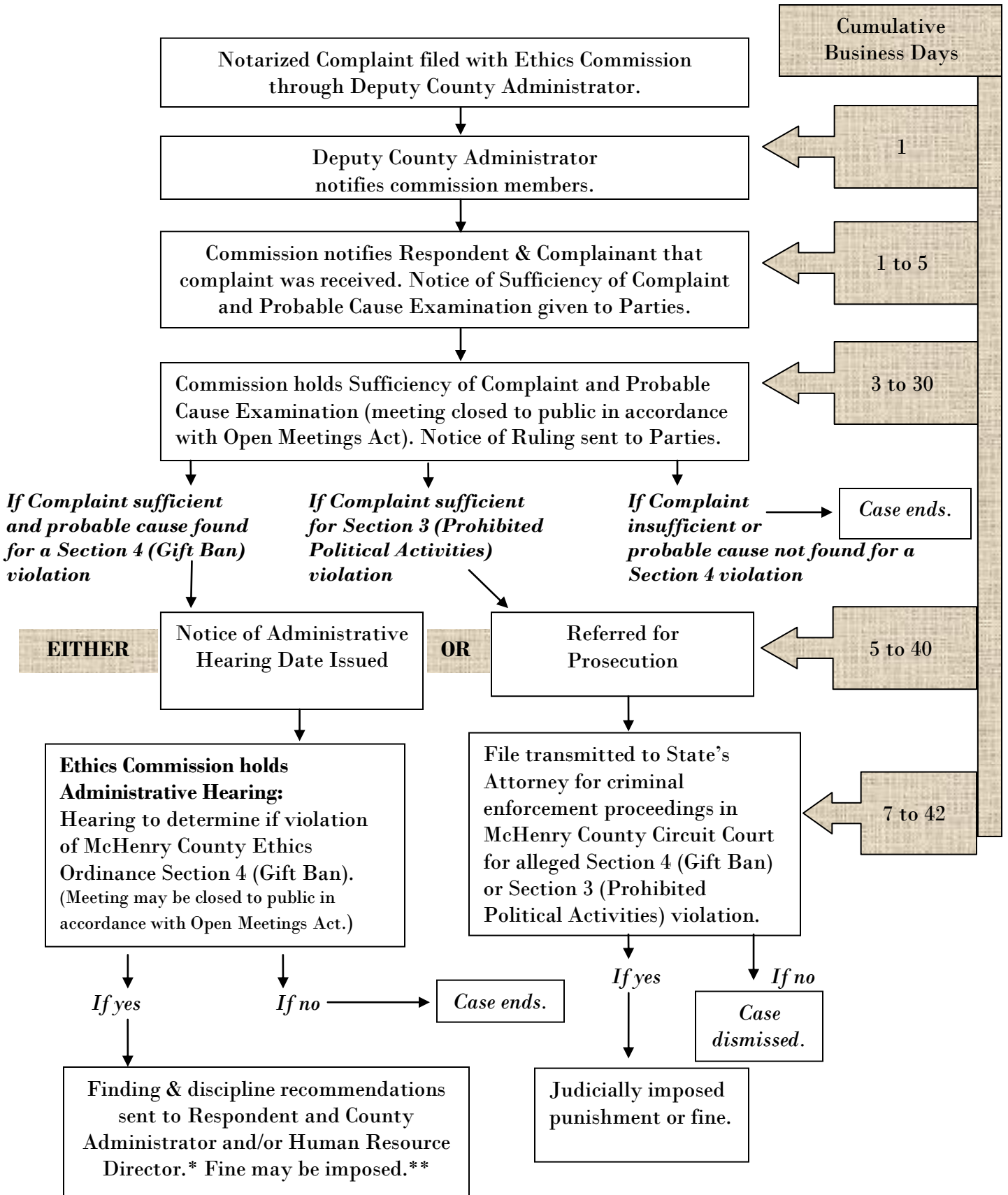


OVERVIEW OF THE COMPLAINT PROCESS



** Decision within 30 days of hearing conclusion, unless Complaint is filed within 60 days of election. In that event, accelerated scheduling is used, if possible.*

*** If meeting was closed to public, Respondent can request Public Hearing within 7 days after fine imposed and Public Hearing must be held within 14 days and decision made within 7 days thereafter.*