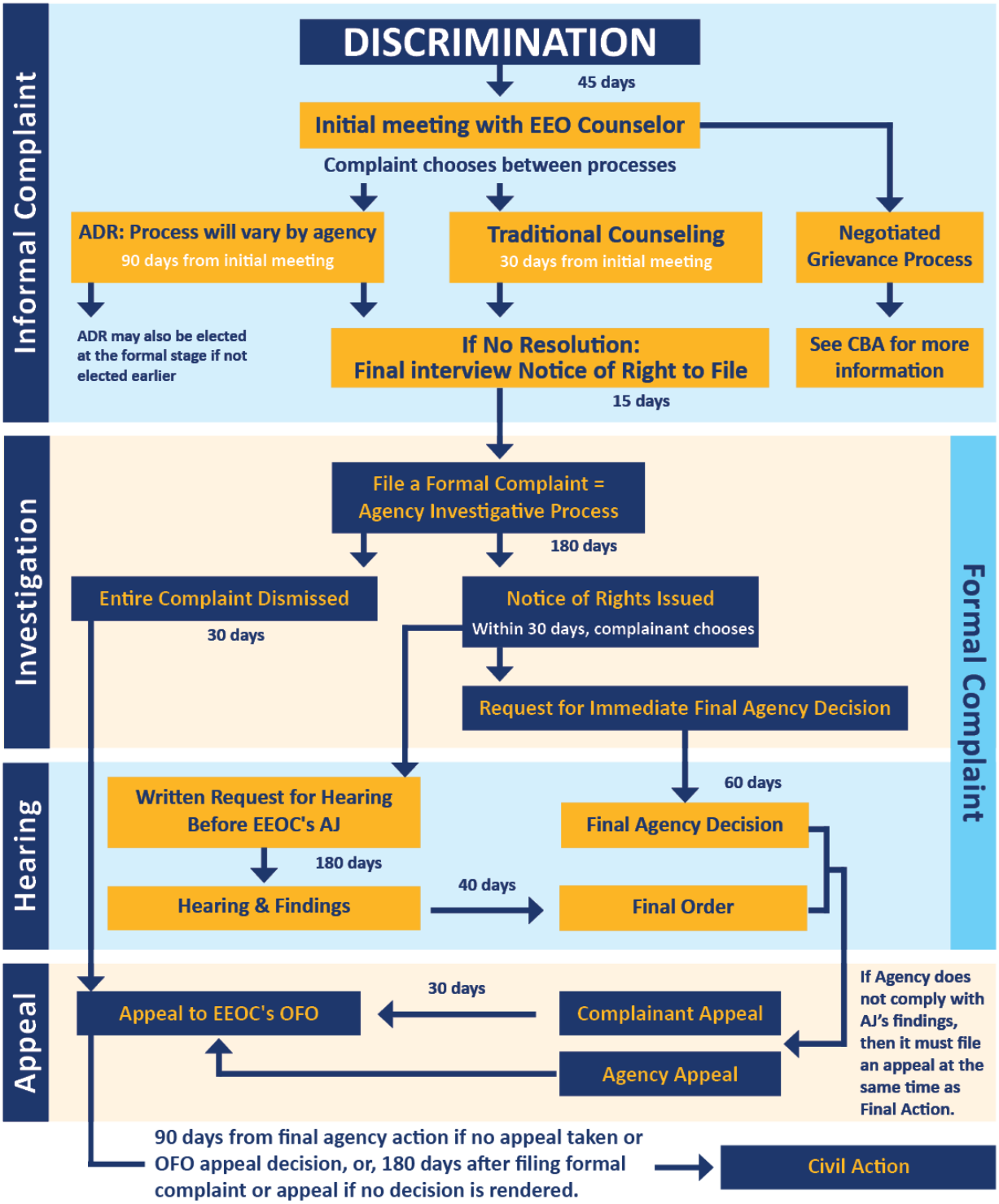Overview of the EEO Complaint Process