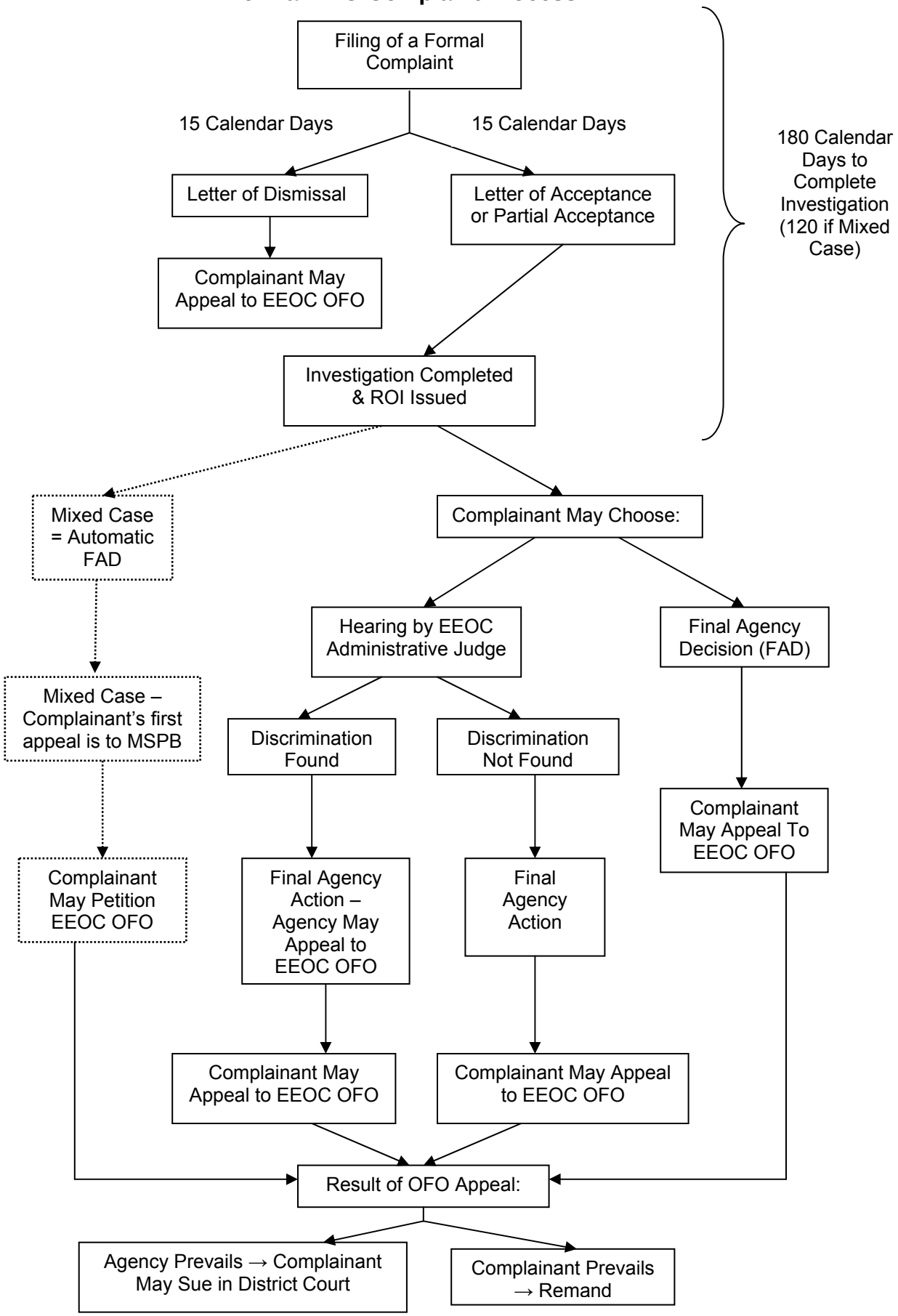Formal EEO Complaint Process