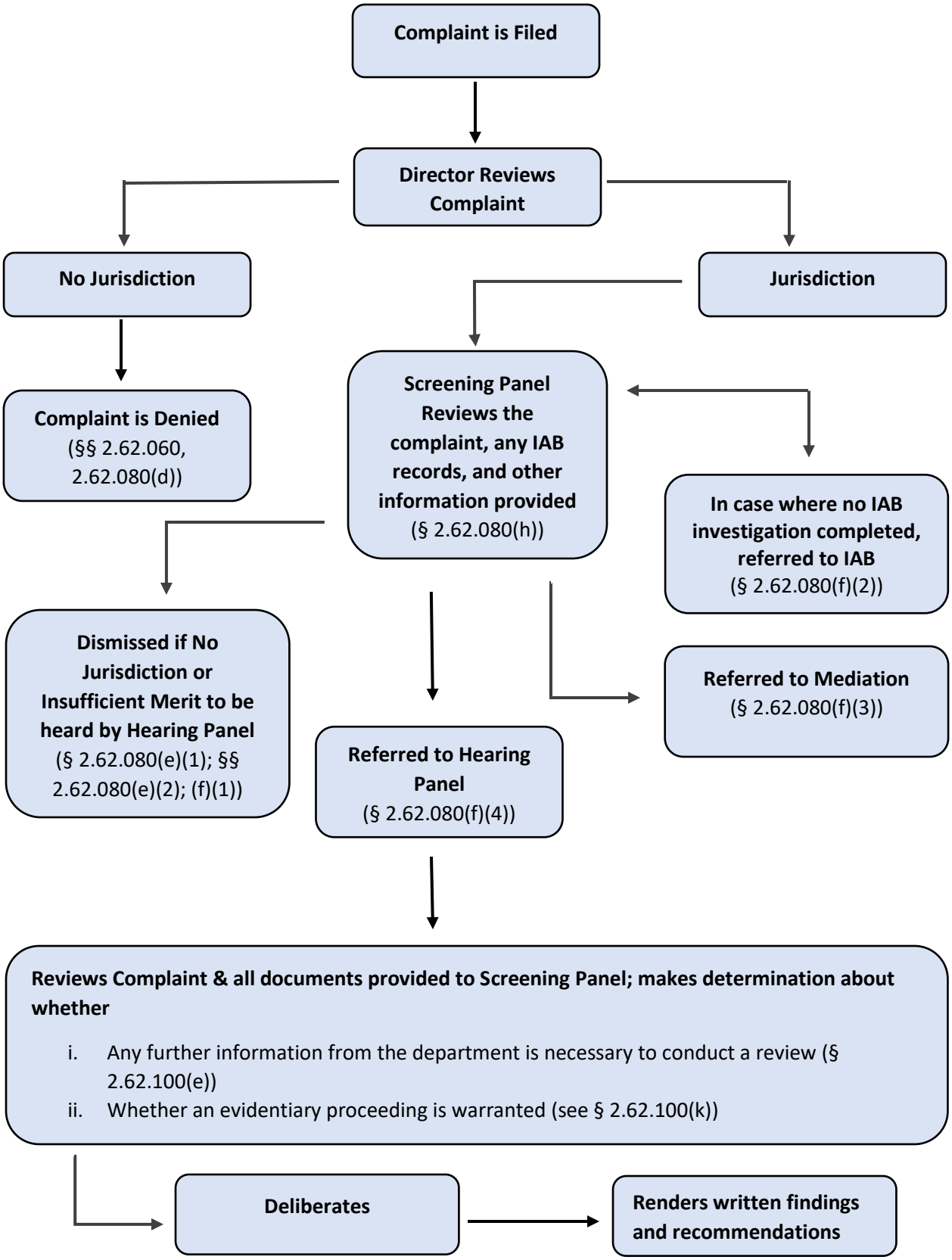Citizen Review Board Complaint Process