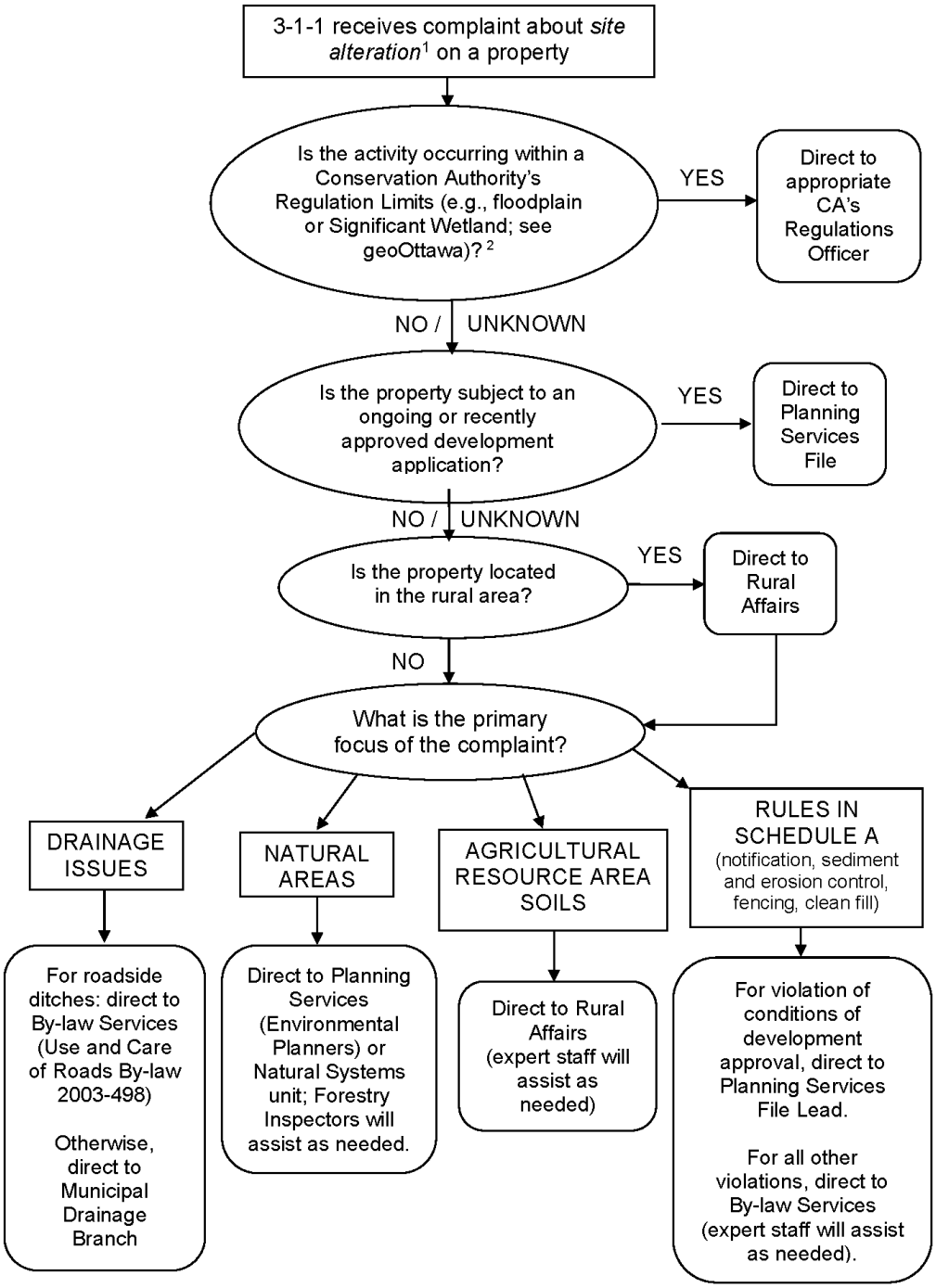Document 2 – 3-1-1 Complaint Flowchart and Investigation Process