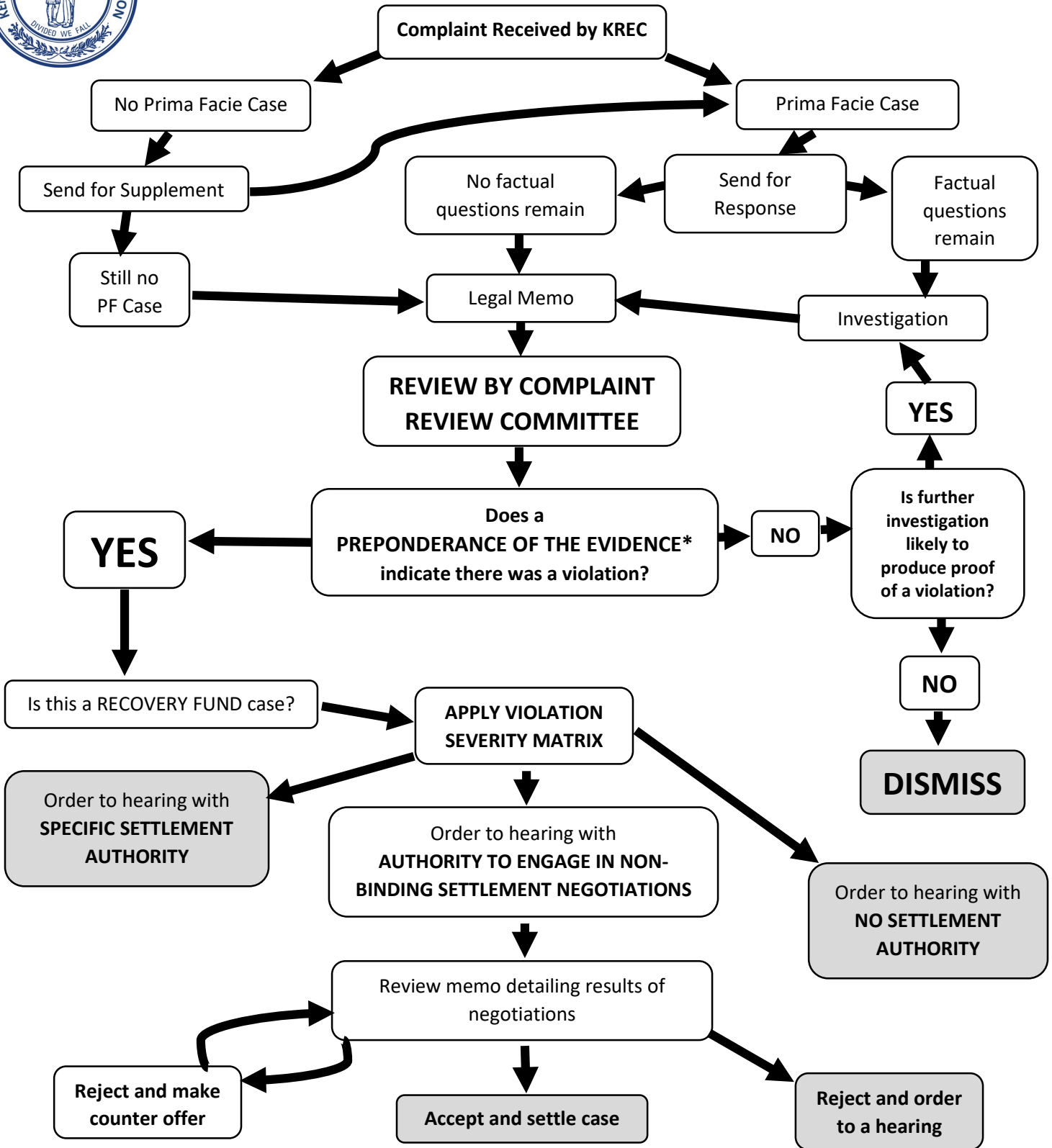




## COMPLAINT REVIEW PROCESS CHART



\* Since the burden of proving a violation at an administrative hearing is a Preponderance of the Evidence (i.e. 51%), your determination at this point should be whether violations can be proven to that standard based on the evidence before you. You should not order a case to a hearing based upon a gut feeling combined with less than a preponderance of evidence.