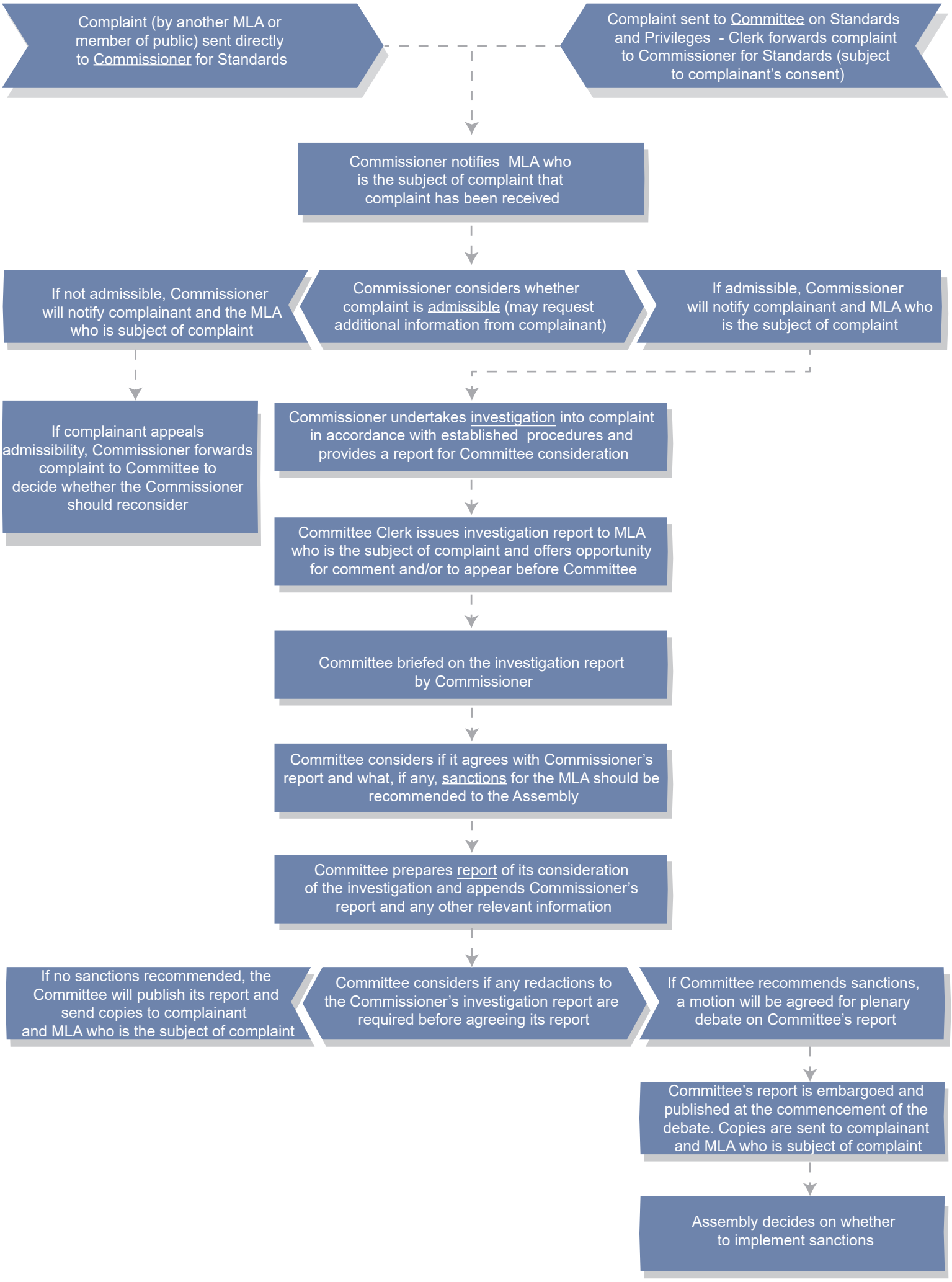Process for complaints against Assembly Members - Key elements