

## **3-04/030.00 - Procedures for Responding to Complainant Dissatisfaction with Department Service Reviews and Administrative Investigations**

The Department provides recourse for public complainants who are dissatisfied with the outcome of a service review or an administrative investigation of their complaint. The options available to the complainant for an additional review of the complaint, and the Department's handling of and response to it, depend on how the complaint was originally processed.

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