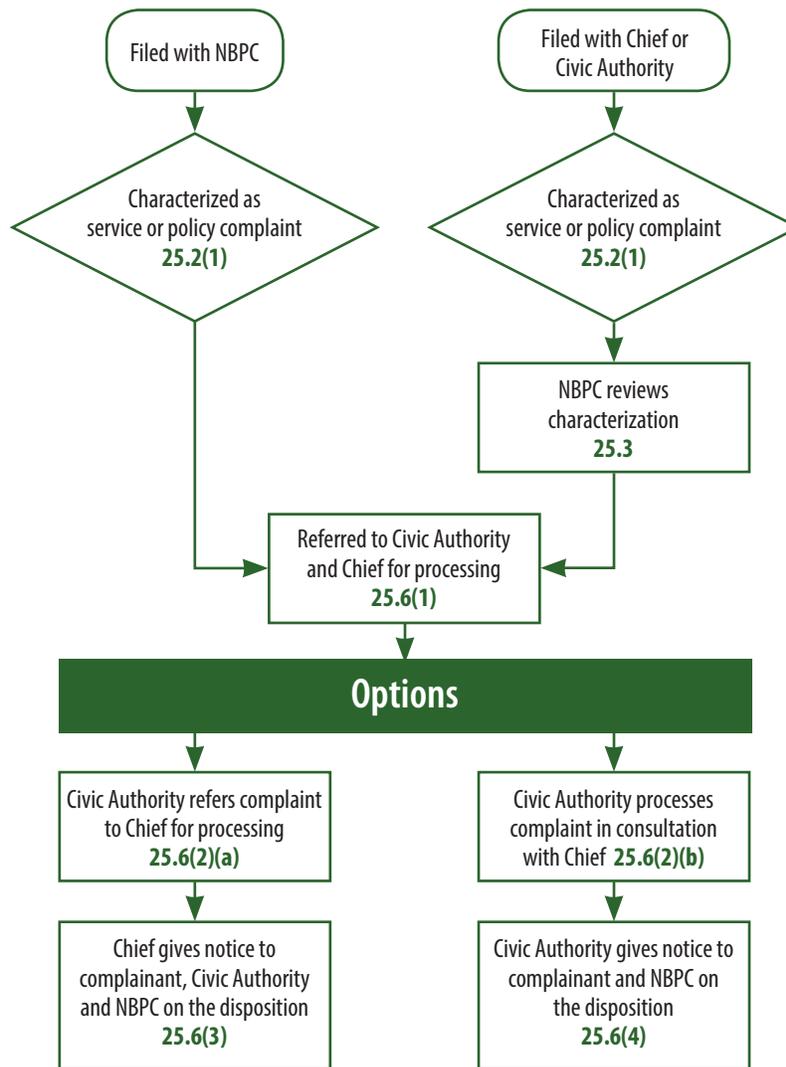


Service/Policy Complaint



**Complaints must be filed within 1 year of the alleged incident or omission, or within 1 year after the last incident or omission, in the case of a series of incidents or omissions, unless the timeline is otherwise extended by the Commission. 25.1*