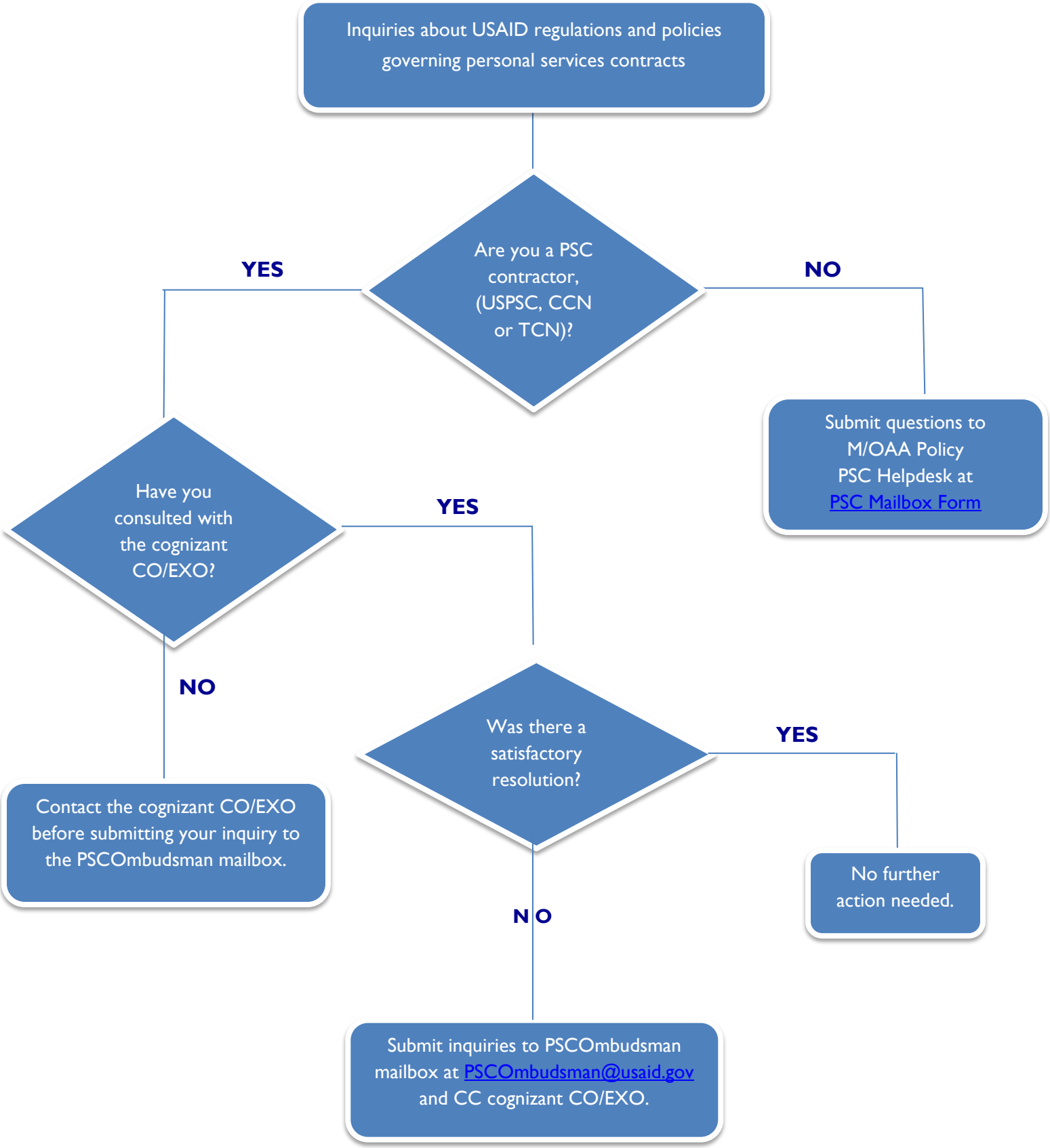PSC Ombudsman Inquiry Process