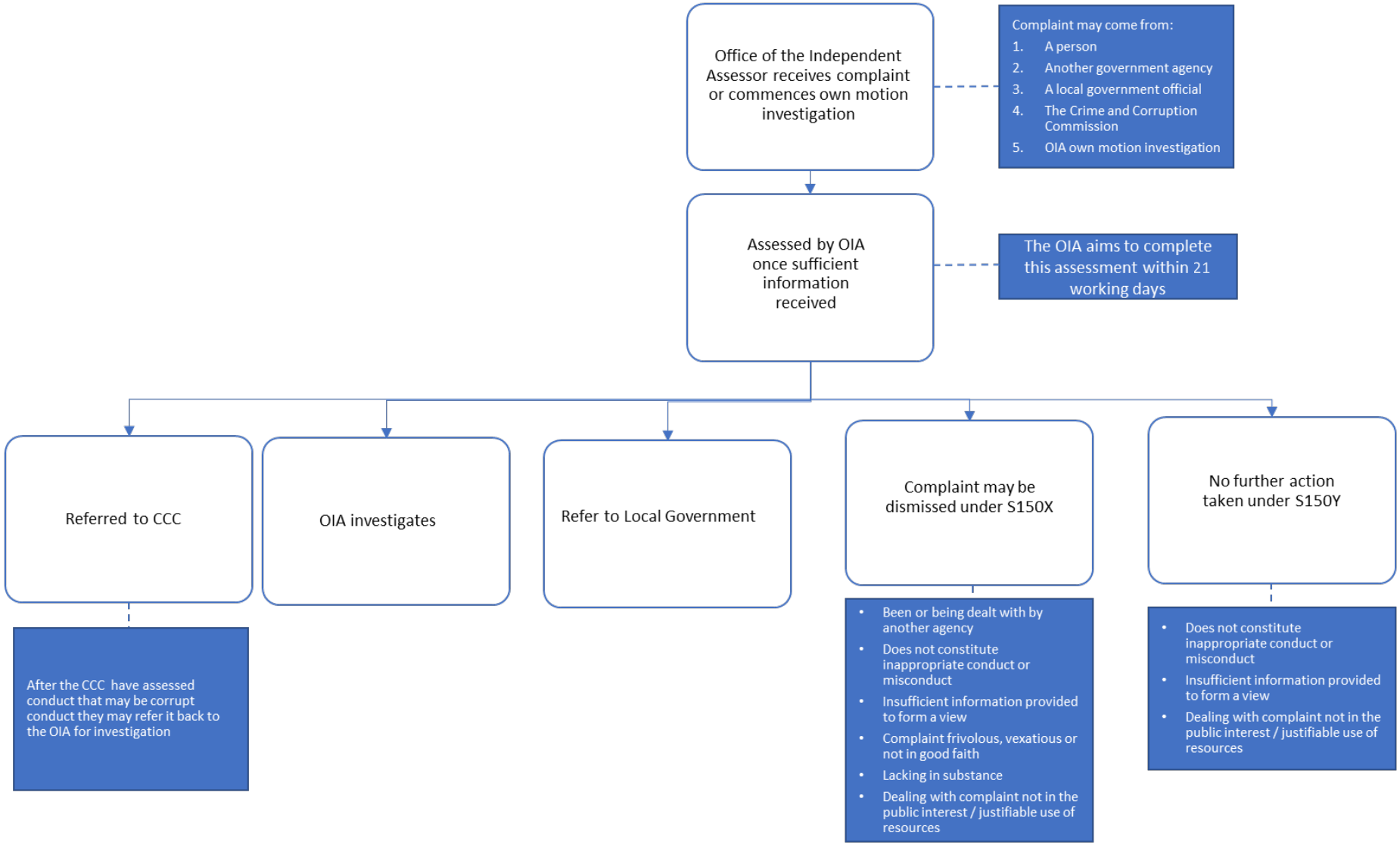The OIA is assessing a complaint: What to expect?