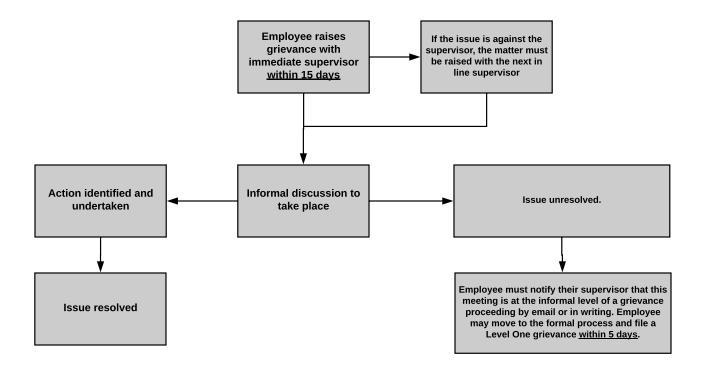
## **Grievance Process Flowchart**

## **Informal Process**



## **Grievance Process Flowchart**

## **Formal Process**

