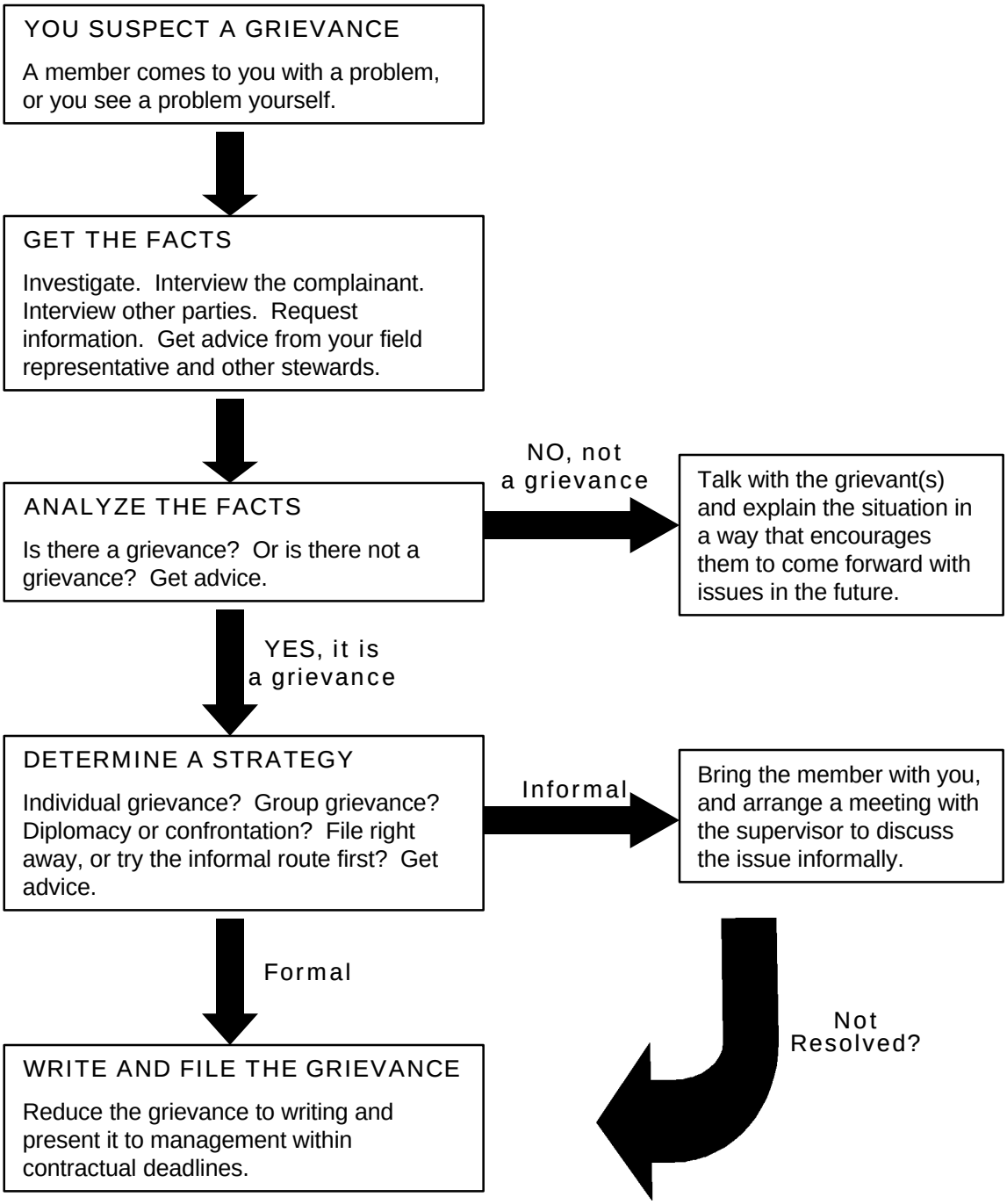Grievance Flow Chart