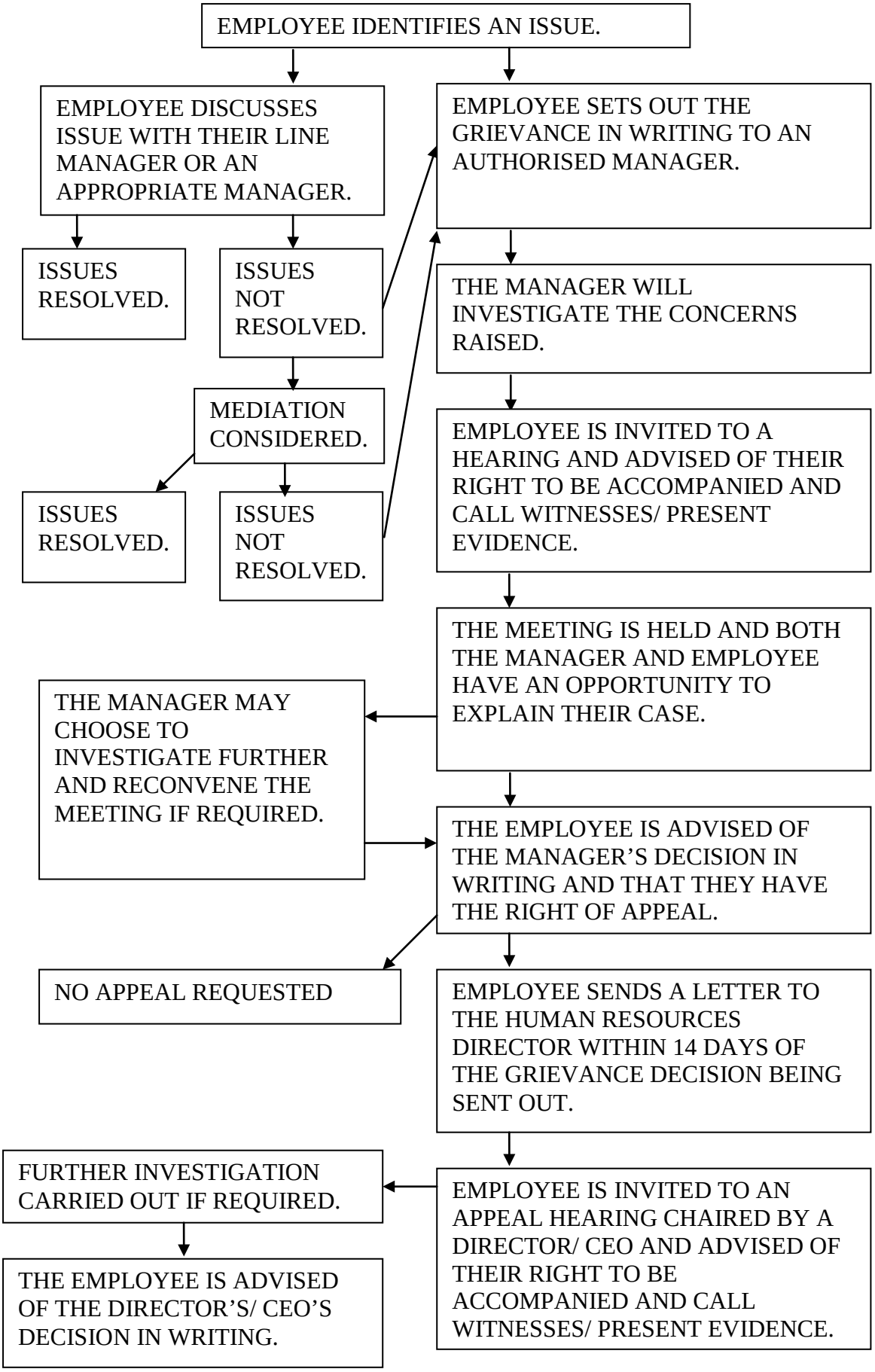GRIEVANCE PROCEDURE FLOWCHART