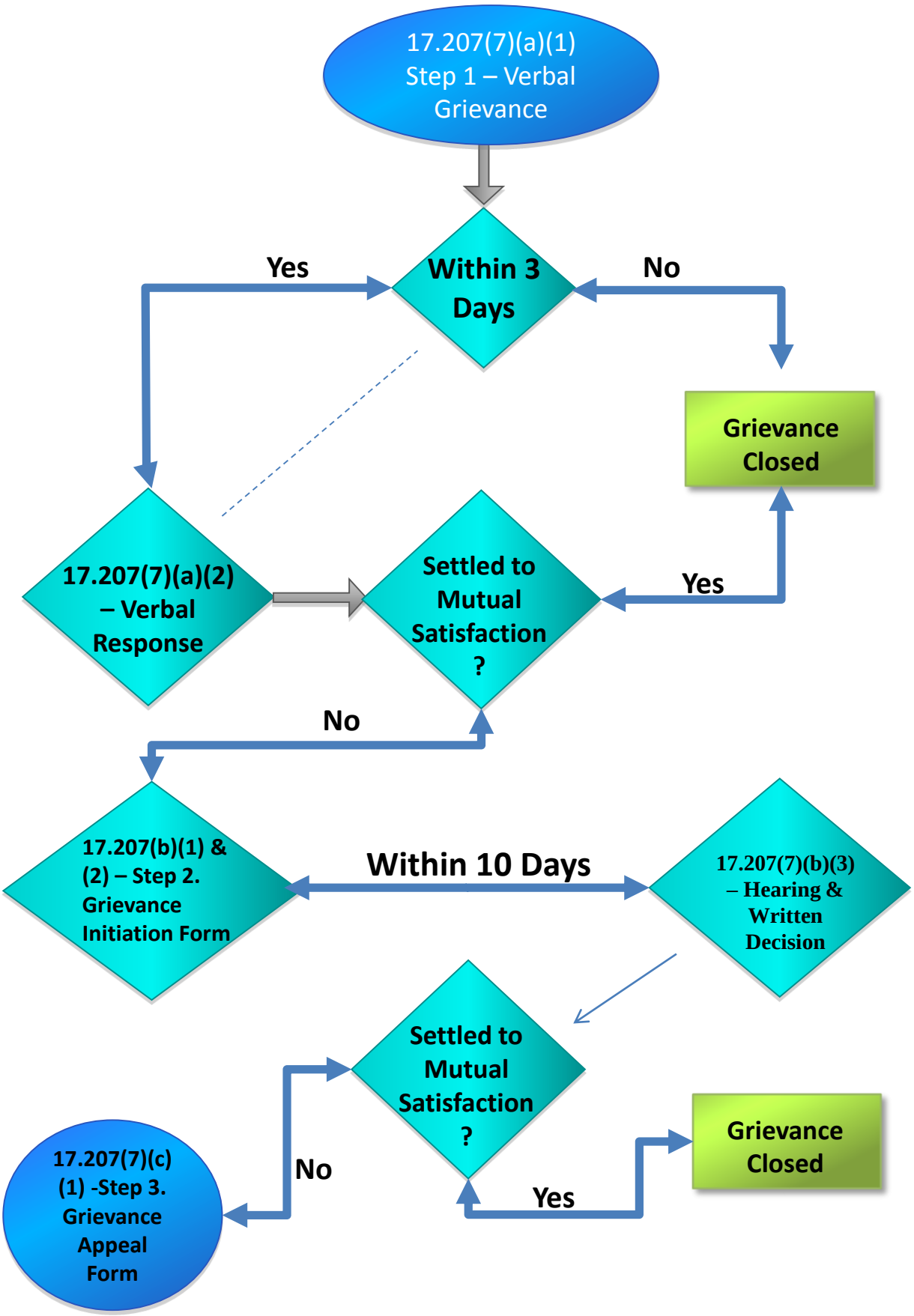GRIEVANCE FLOWCHART