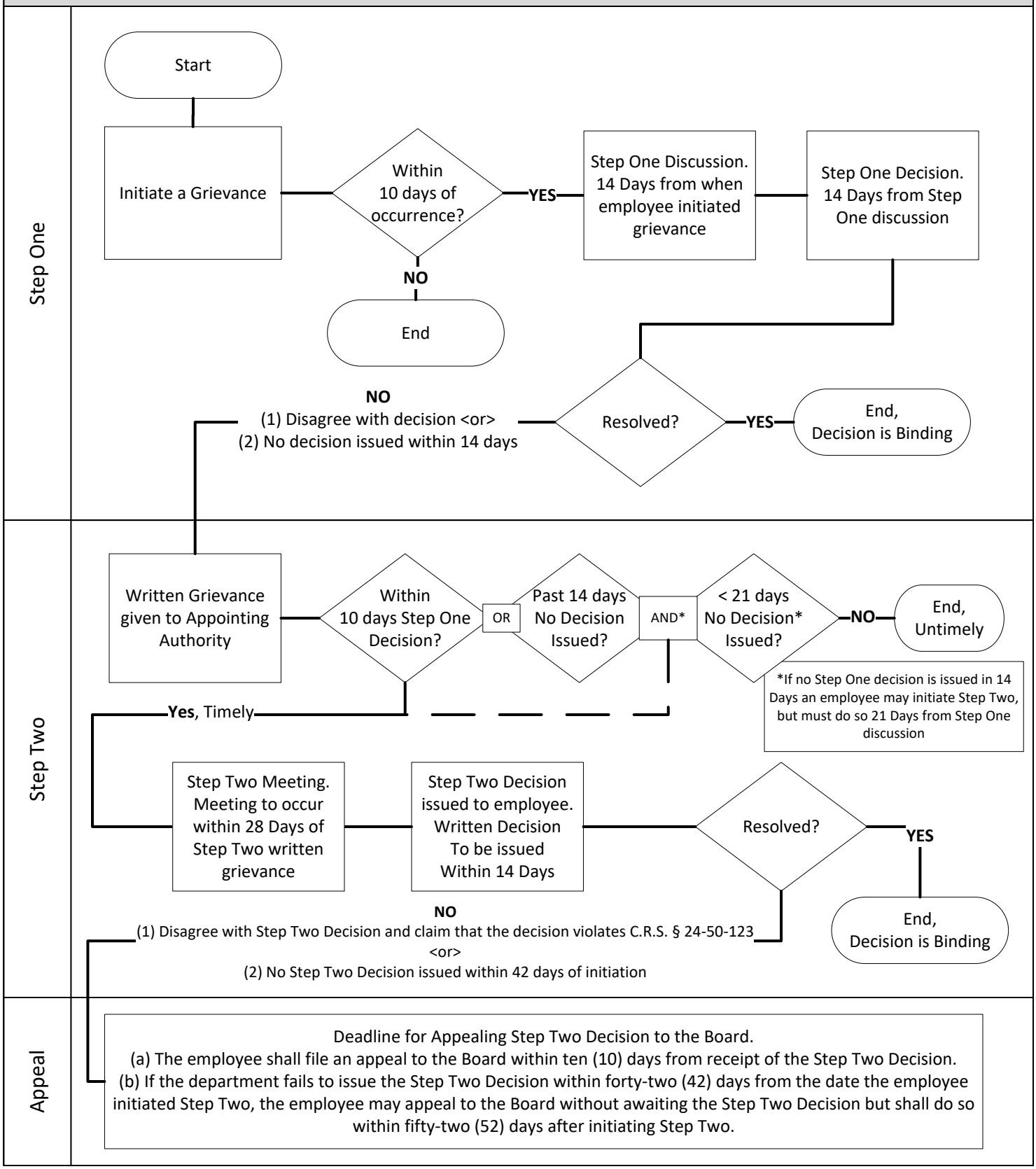Grievance Process