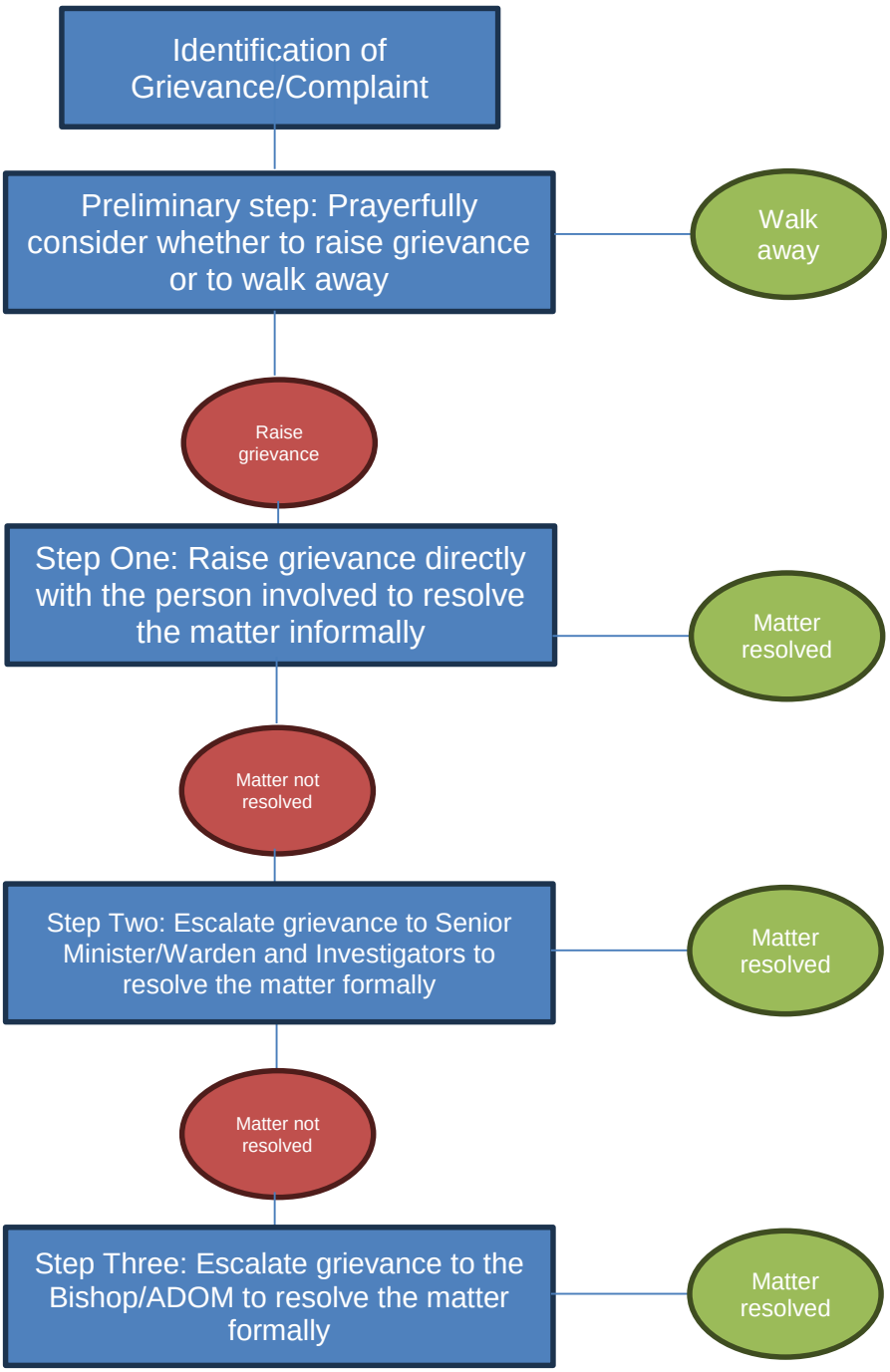Grievance Procedure action flowchart