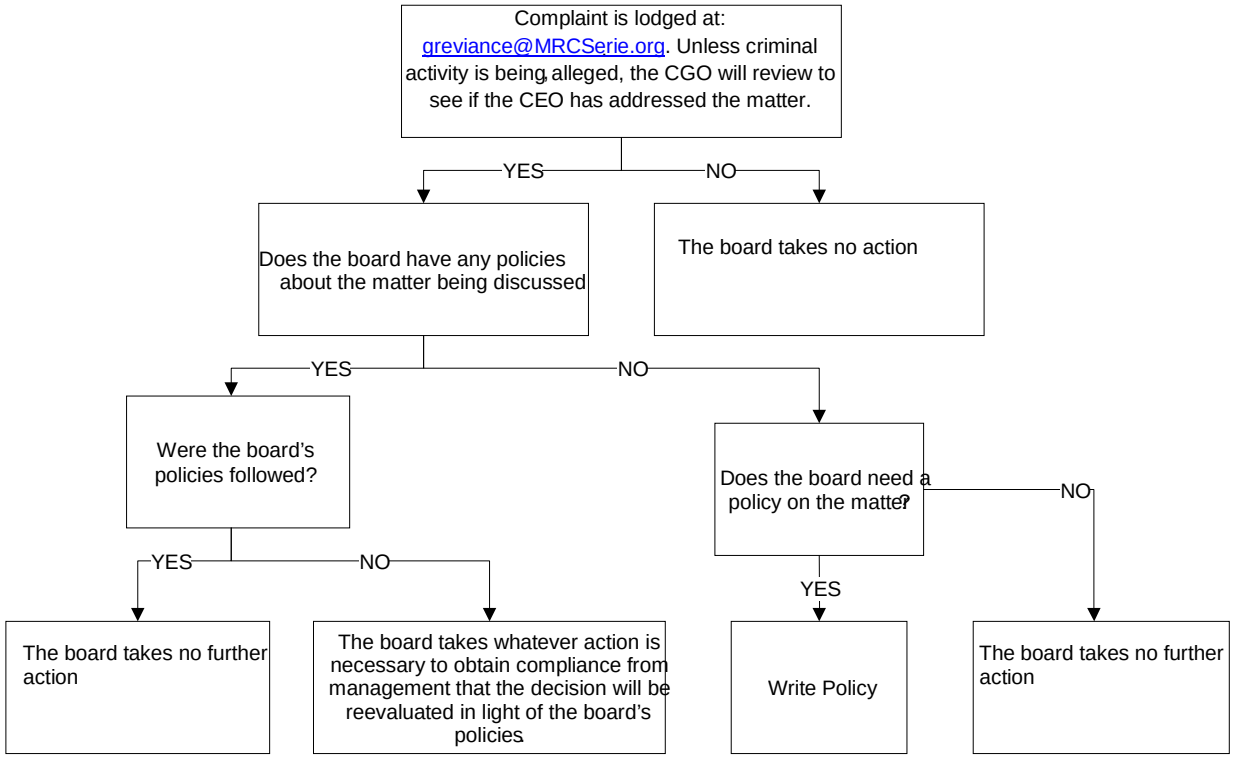Grievance Procedure