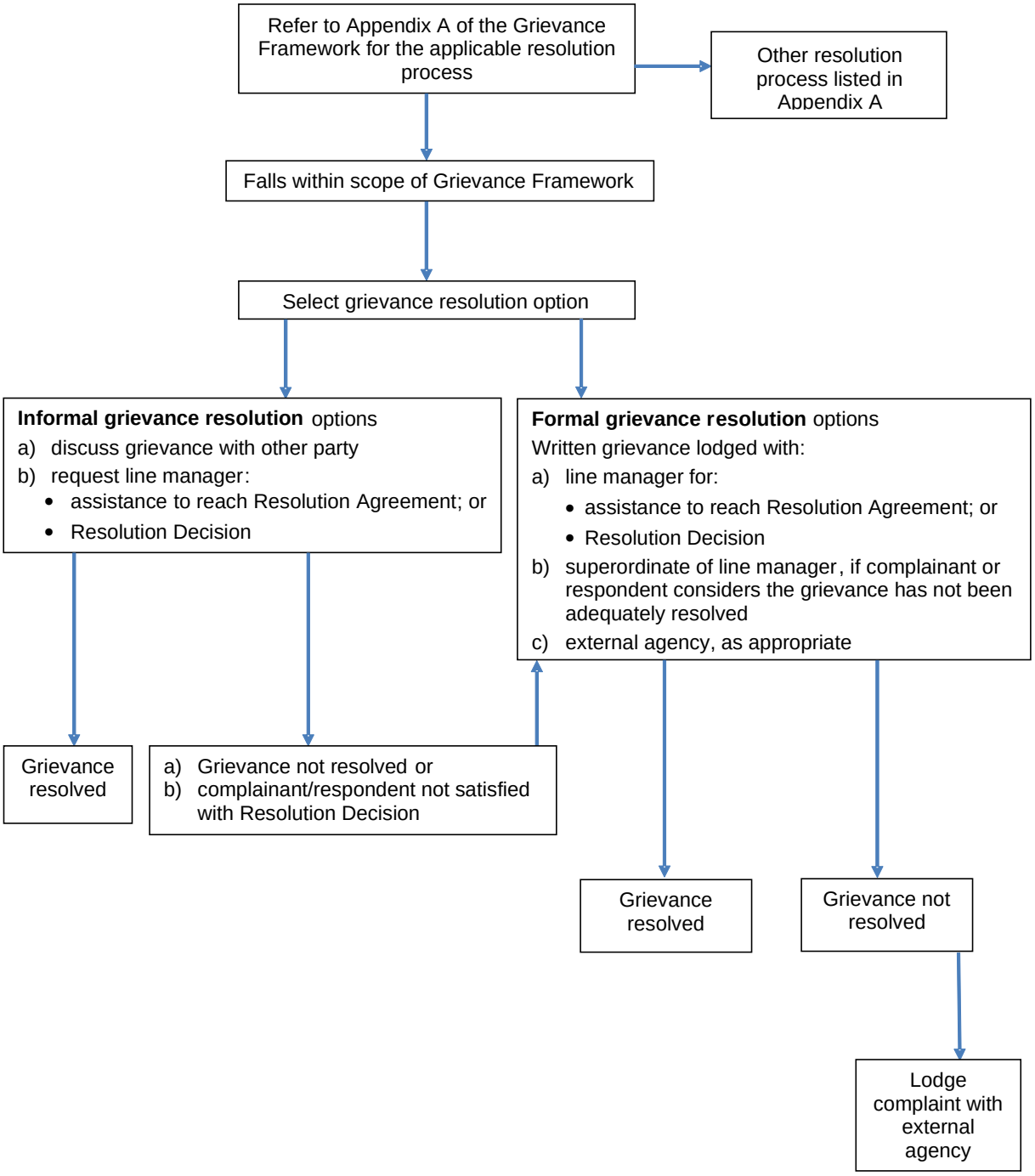Appendix B: Grievance Framework flowchart