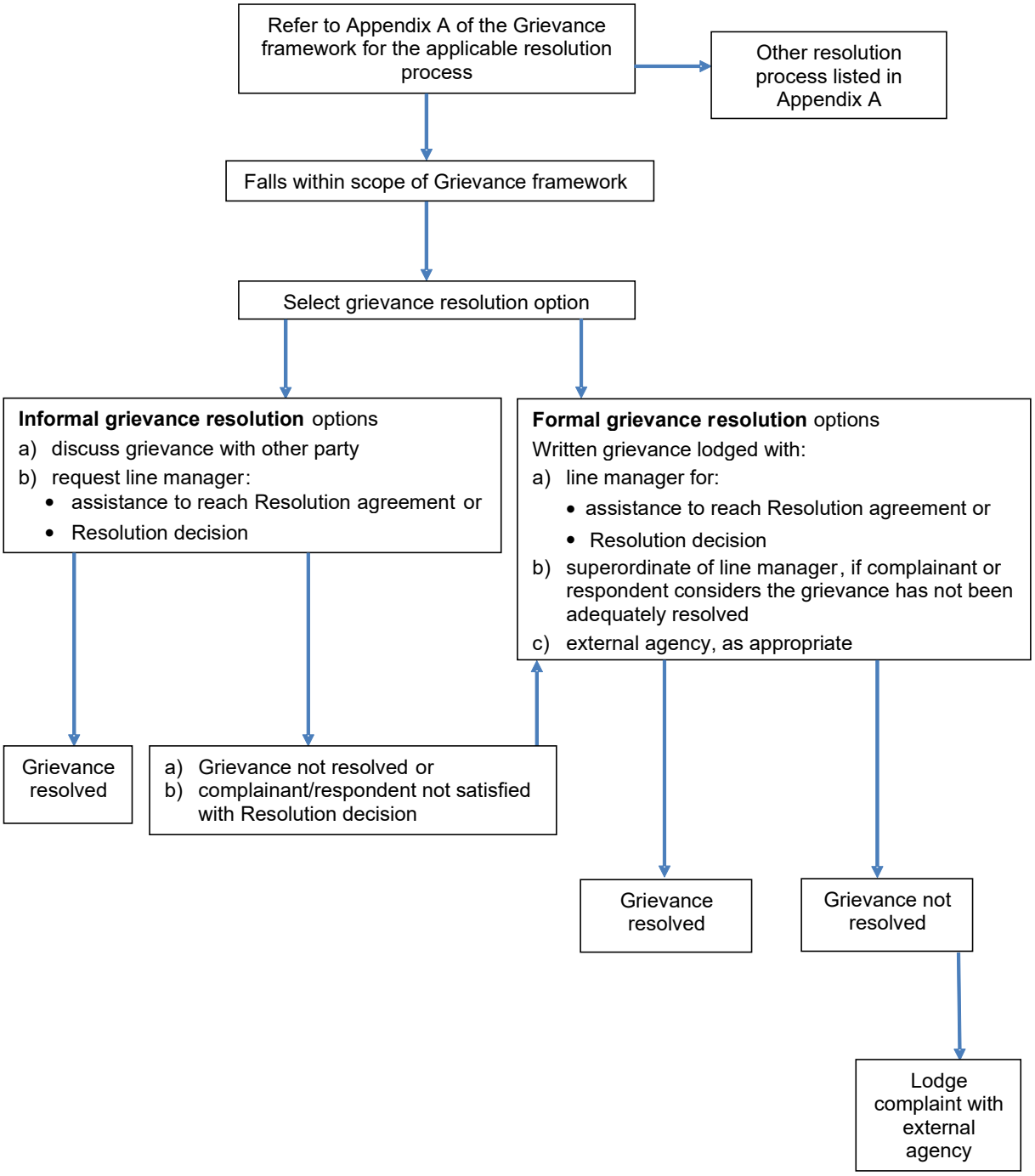Appendix B: Grievance framework flowchart