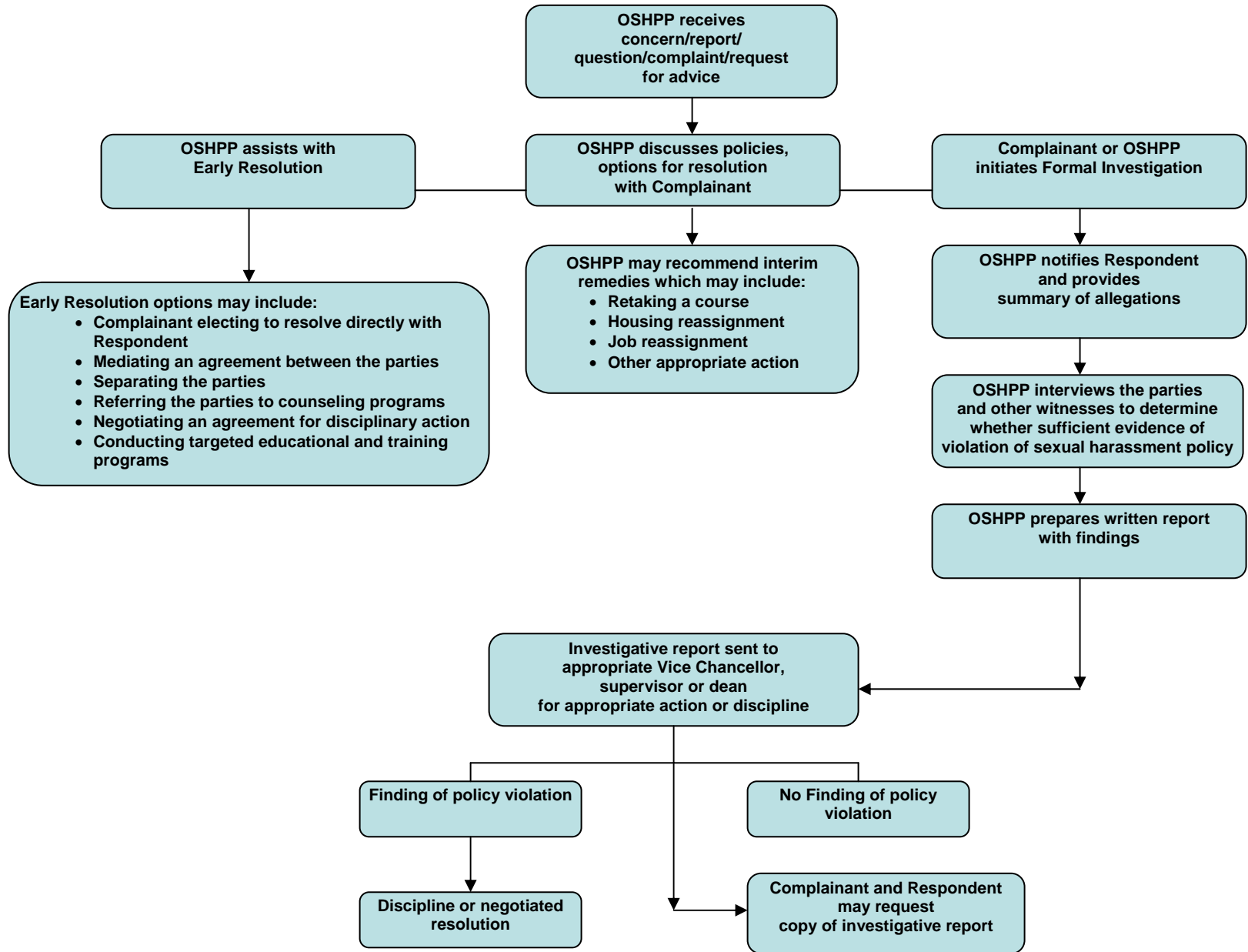


Complaint Resolution Flow Chart



Individuals may have appeal rights through applicable grievance or complaint procedures.