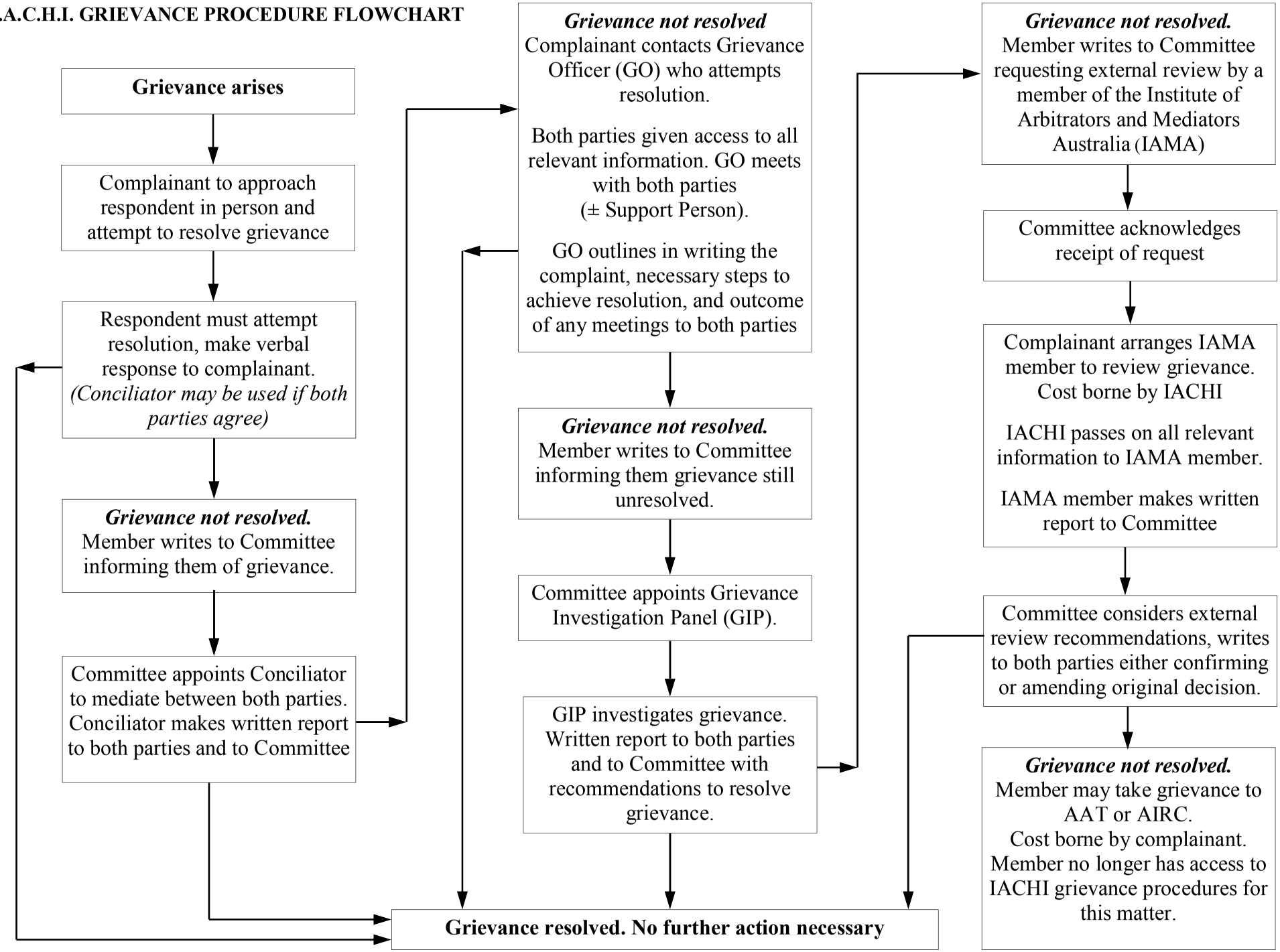I.A.C.H.I. GRIEVANCE PROCEDURE FLOWCHART