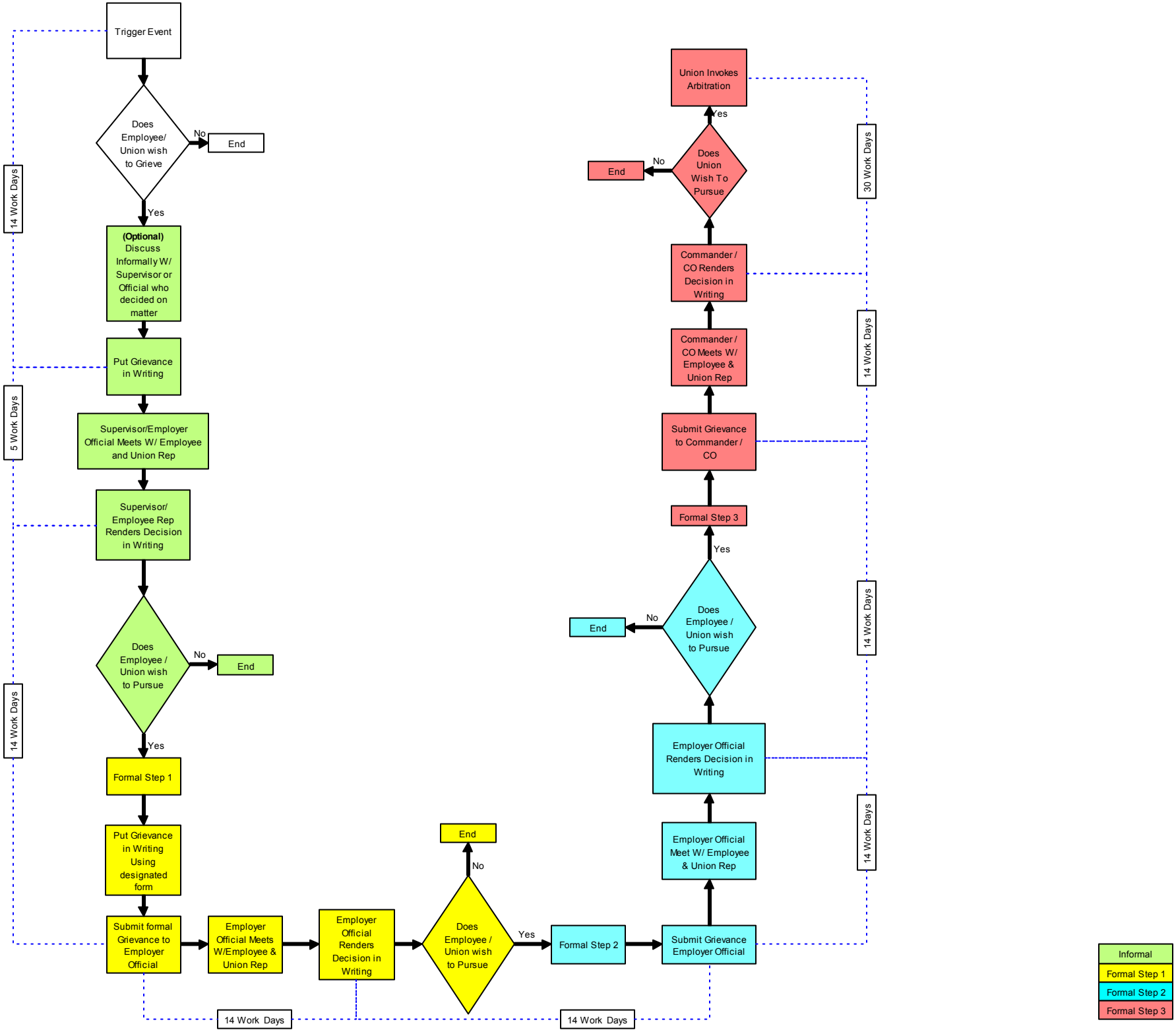Grievance Process August 2009