

Figure 2. Process of a Grievance

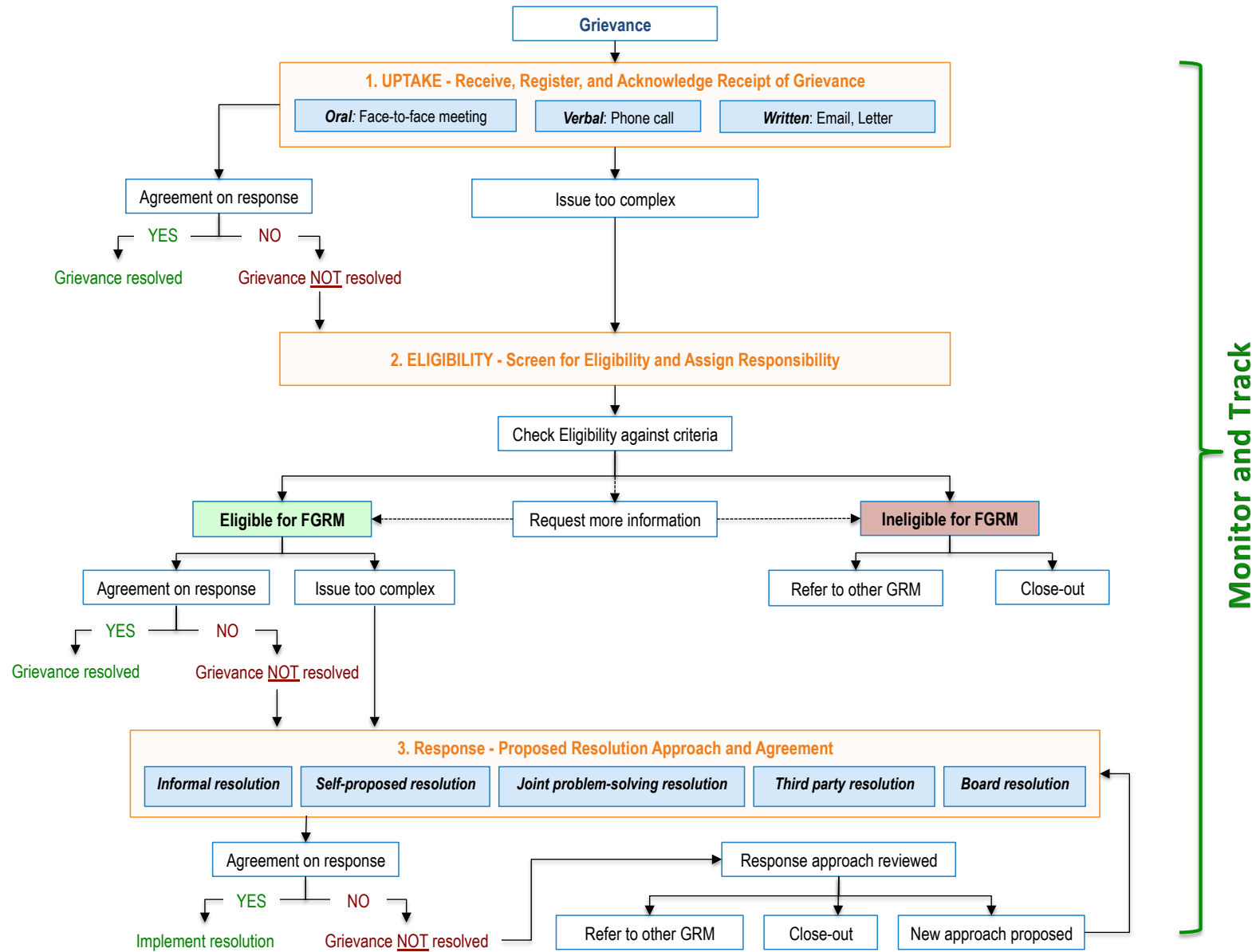


Figure 3. FGRM Process

