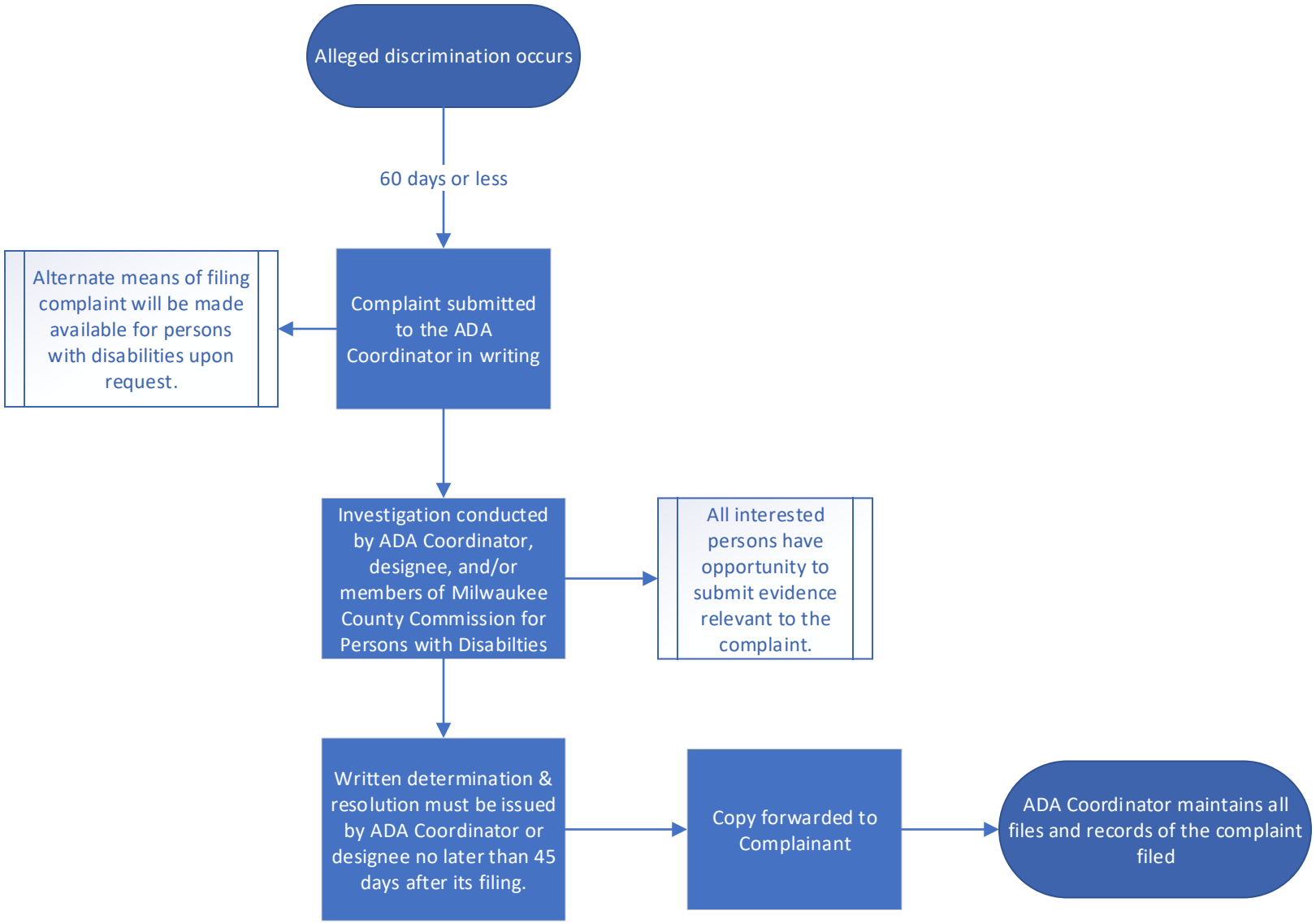09.04 Flowchart - ADA Grievance Procedure