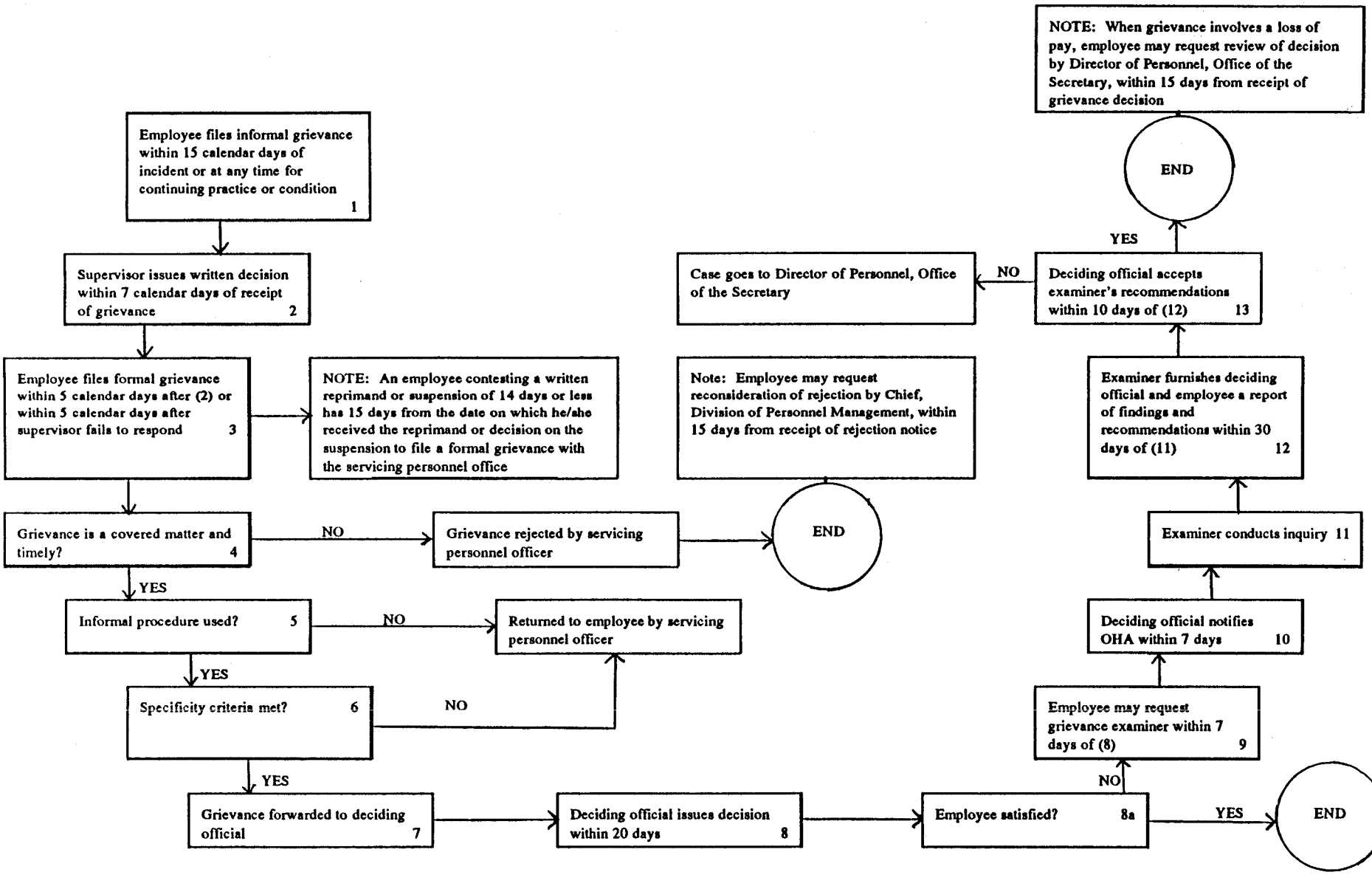SERVICE GRIEVANCE PROCEDURES