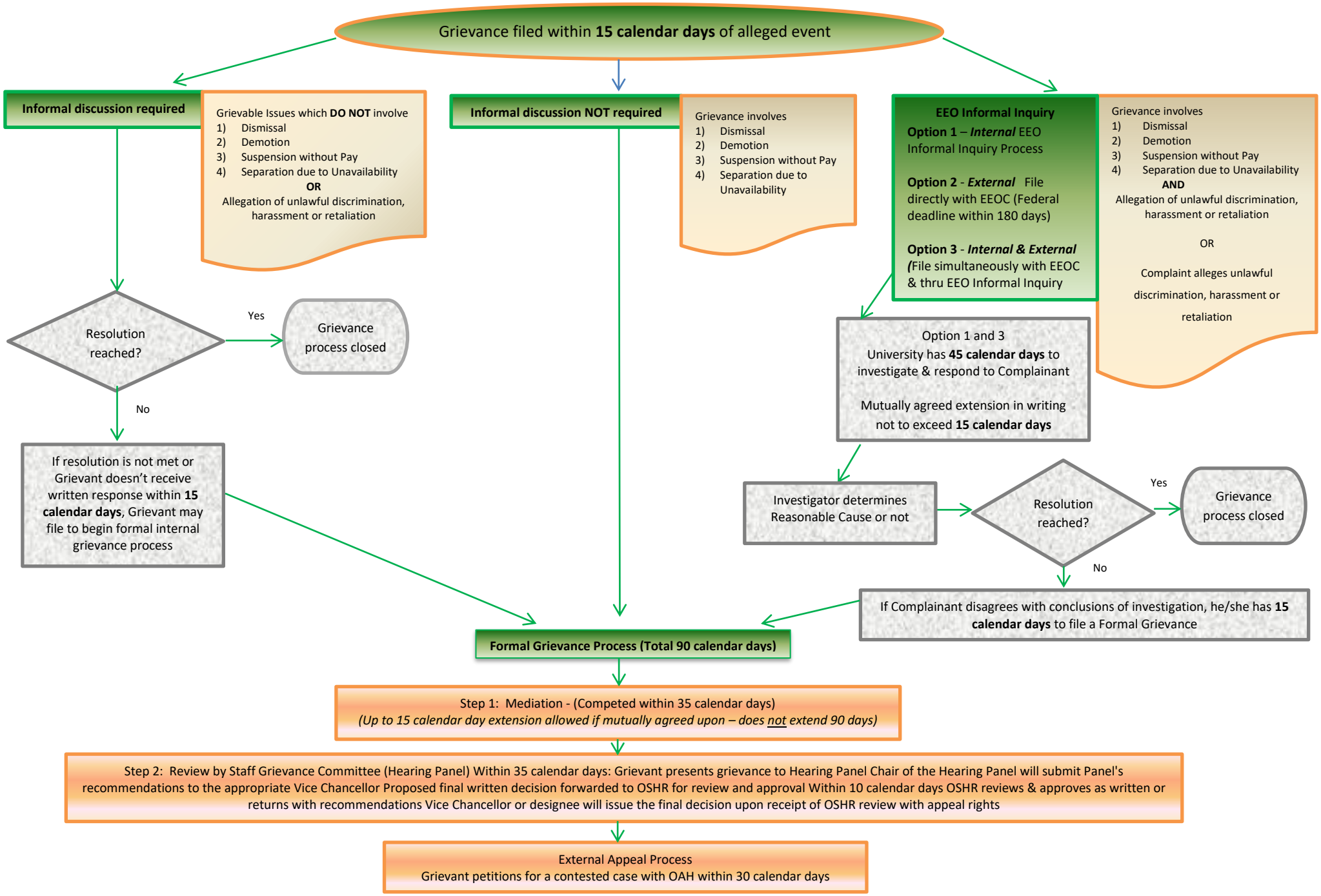SHRA Grievance Process