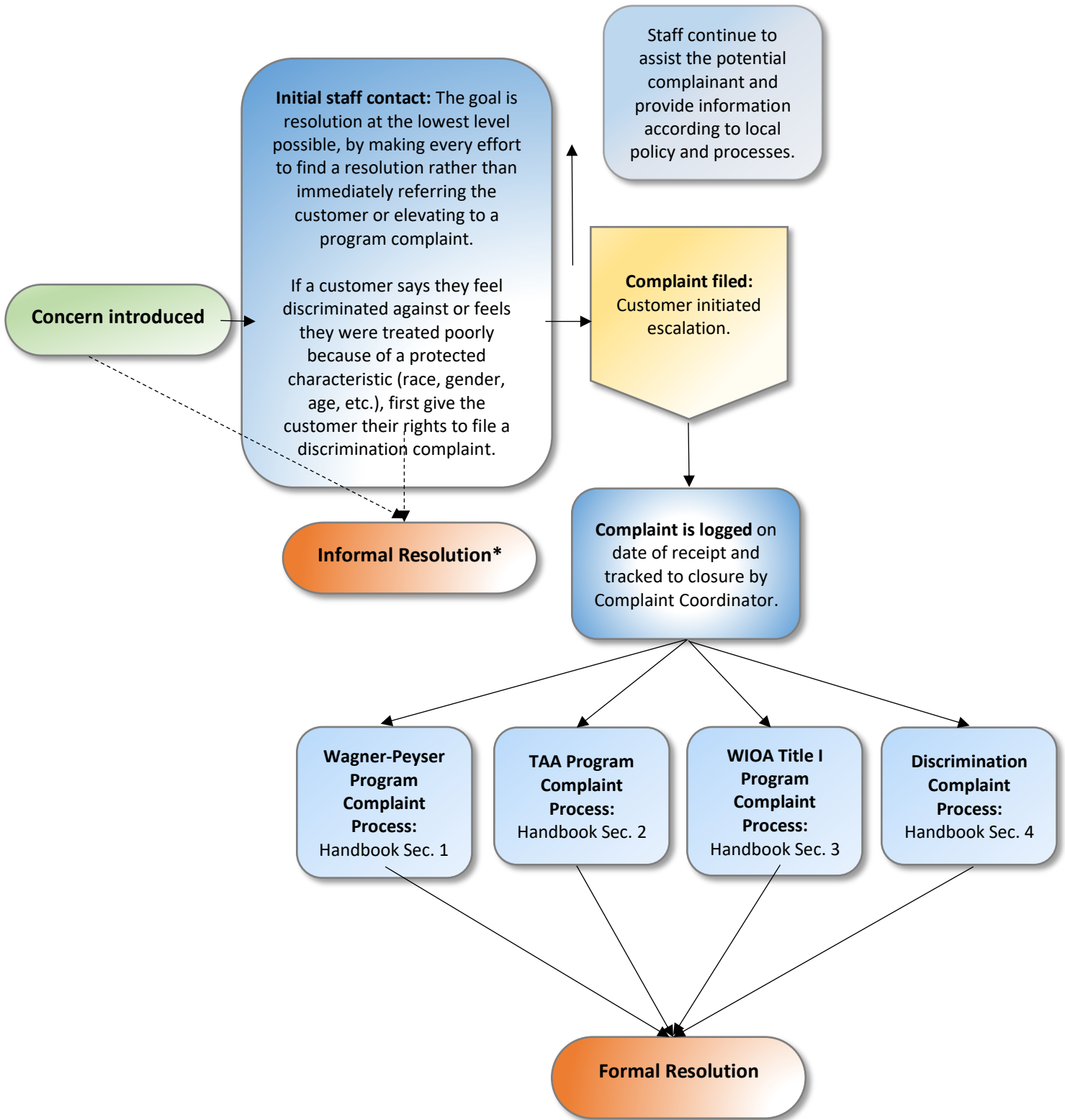


Coordinated Concern and Complaint Resolution Process



*Except in cases of alleged discrimination complaints or in cases where informal resolution at the local level would be detrimental to the complainant (e.g., threats to personal health or possible criminal acts).