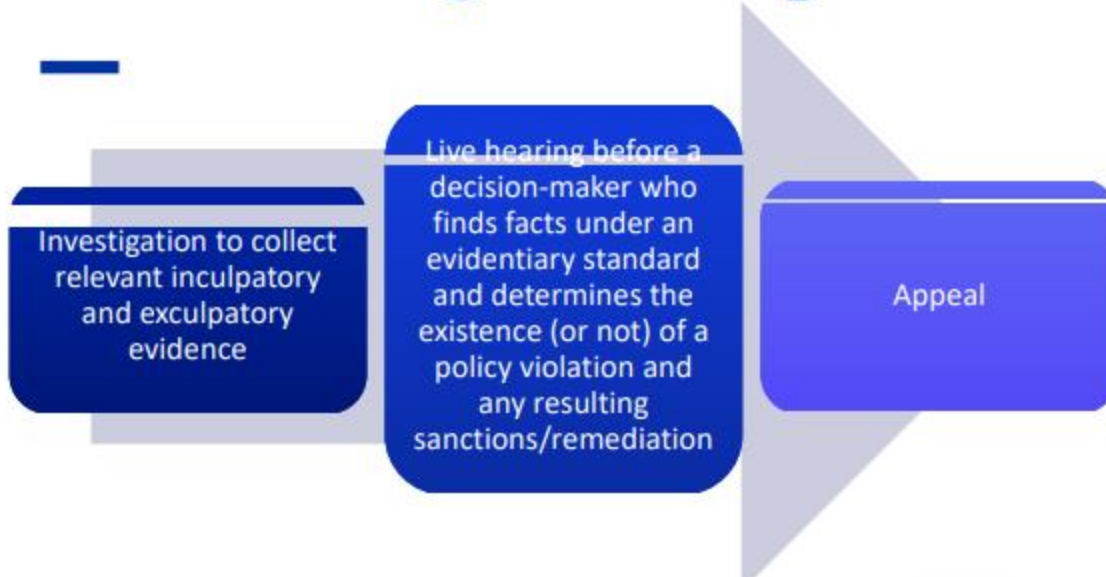


# What is the grievance process?



# Who are the key institutional actors in the grievance process?

