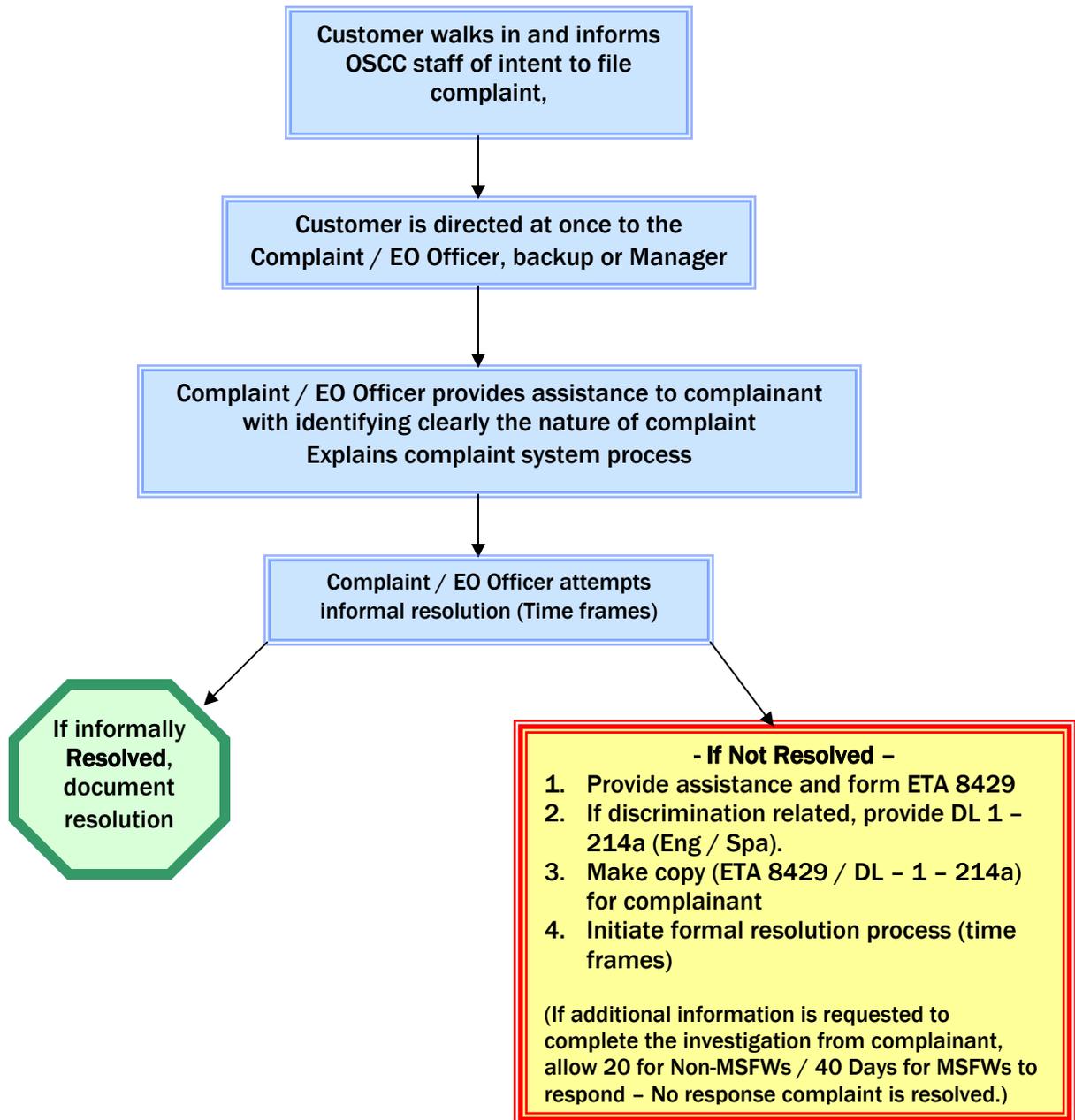


Informal Resolution Process Flowchart (sample)

Complainants are encouraged to seek informal resolution of their complaints / grievances or concerns. This informal procedure is intended to promote communication between the parties involved, either directly or through an intermediary, in order to facilitate a mutual understanding of what may be different points of view.



IMPORTANT: If the informal resolution process does not result in the resolution of the complaint to the satisfaction of the complainant, the complainant may utilize the formal complaint resolution process. For monitoring purposes, informal resolution of complaints must be recorded in the complaint log.