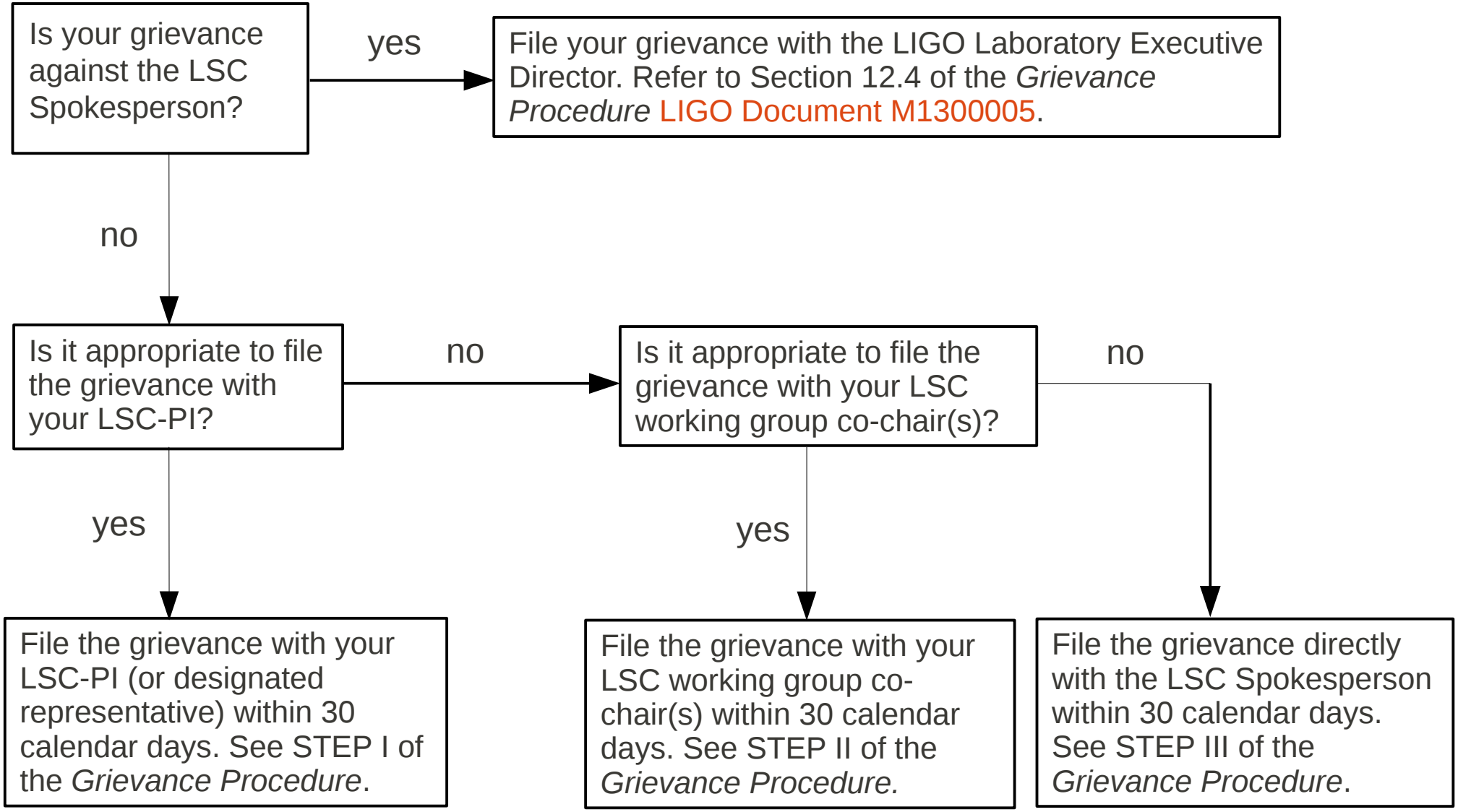LSC Formal Grievance Procedure