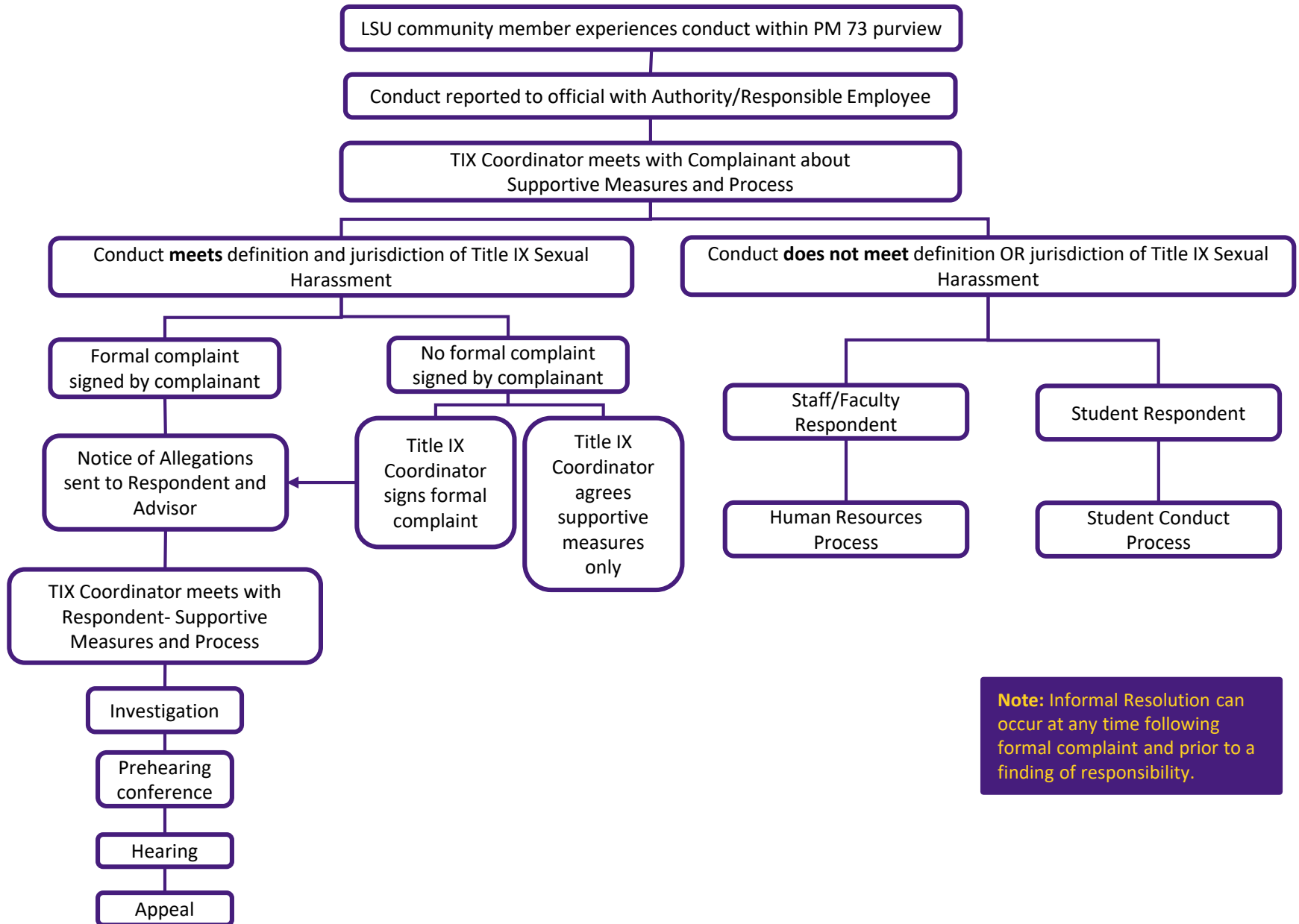


PM 73 Process Flow Chart



Note: Informal Resolution can occur at any time following formal complaint and prior to a finding of responsibility.