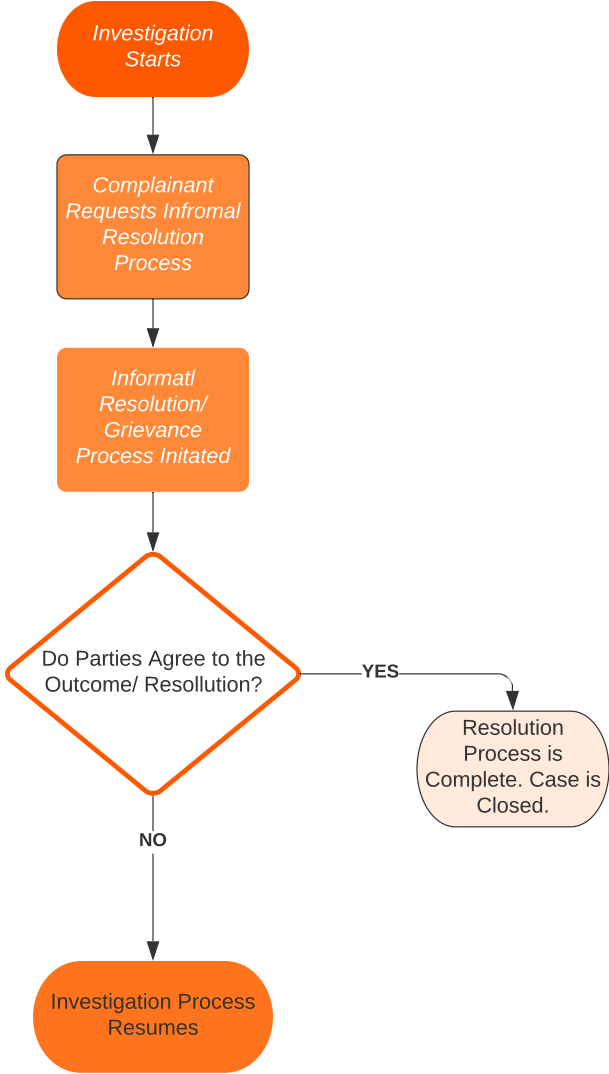


# Informal Resolution Process



\*An Informal Resolution/ Grievance process can be entered into at any time during the investigation or prior to a hearing. If the parties agree upon a resolution, the case can be closed. If the parties do not agree upon a resolution, the case will resume in the investigation and formal hearing process.