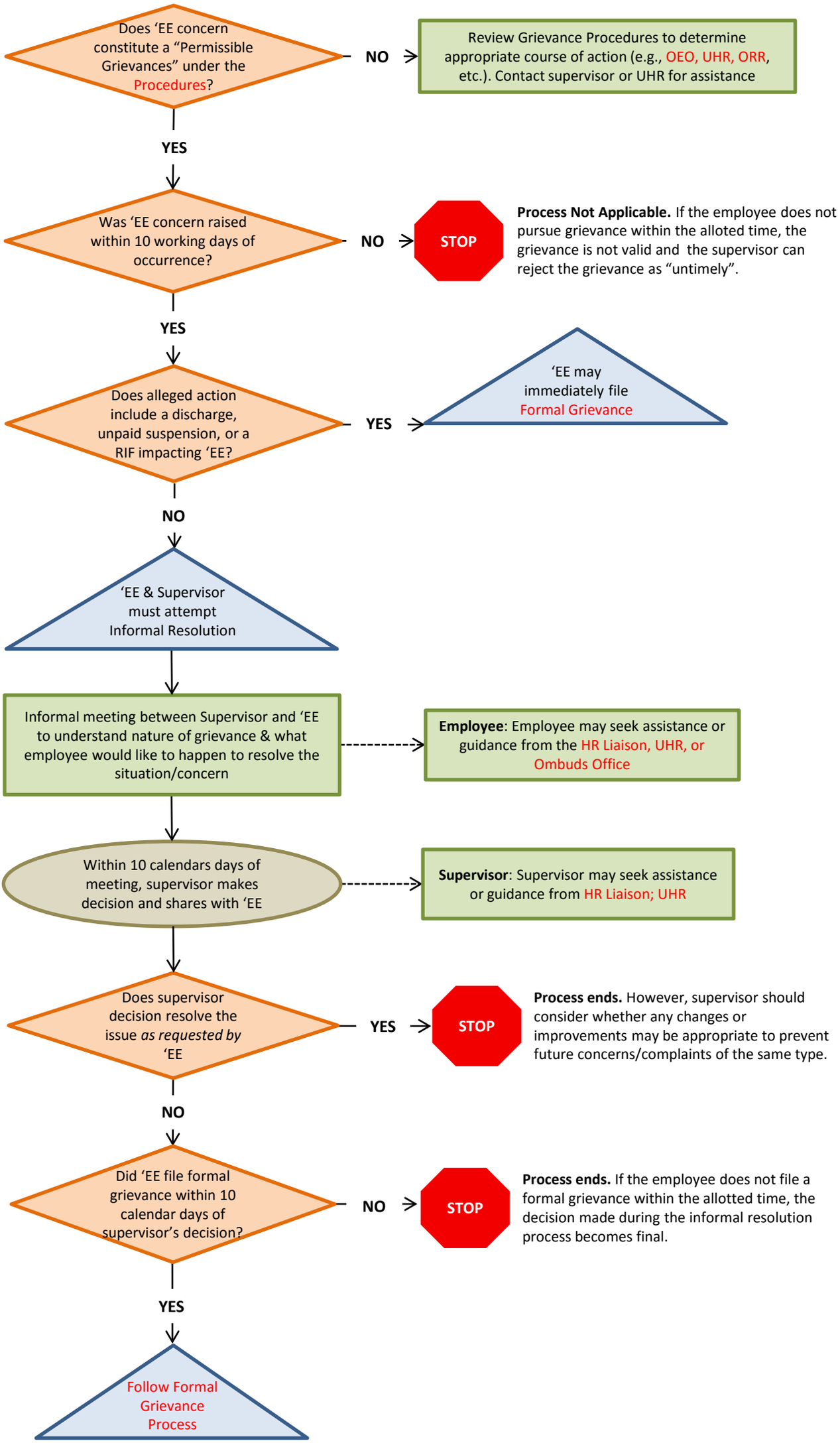Merit Grievance: Informal Process Overview