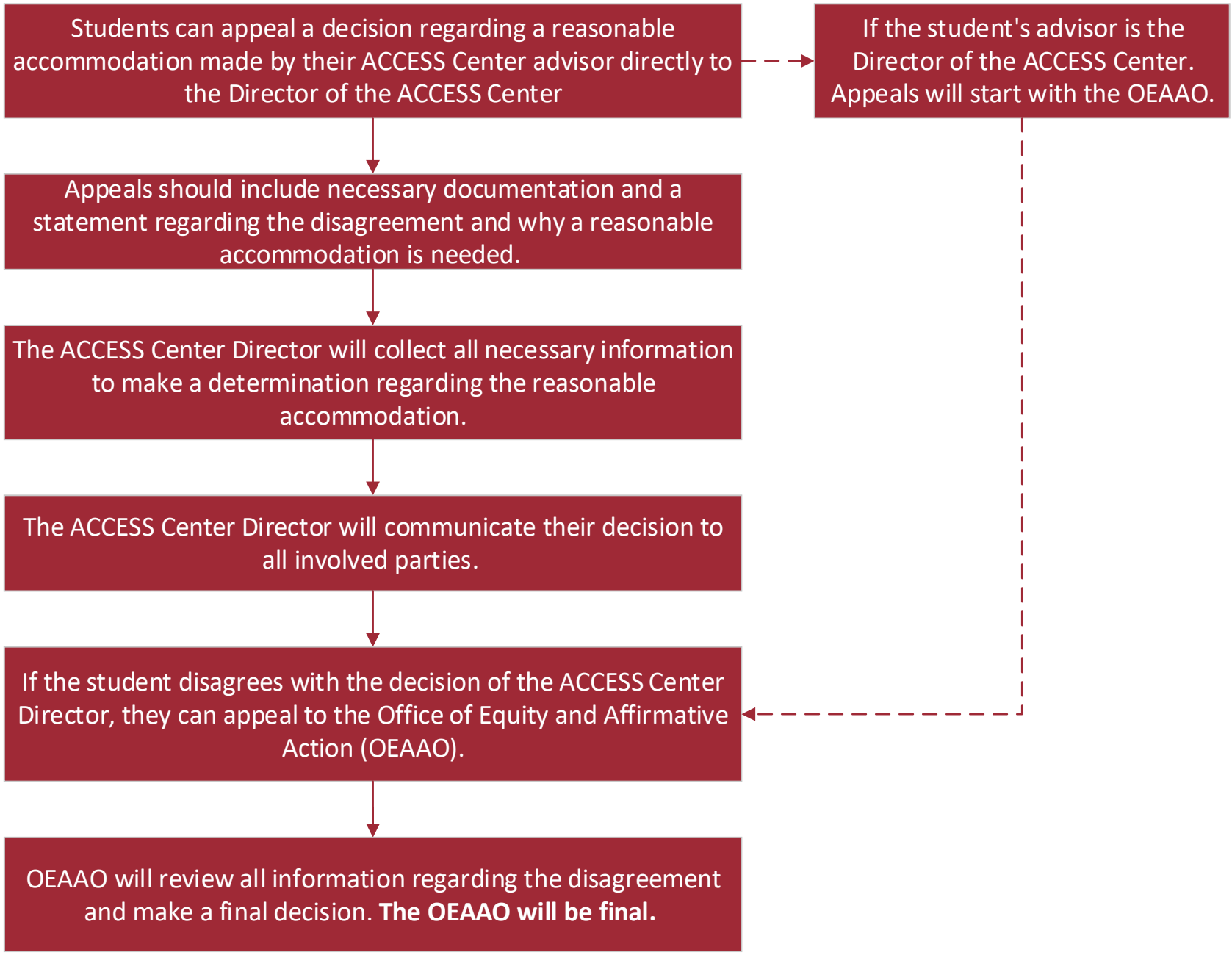Reasonable Accommodation Appeal/Grievance Process