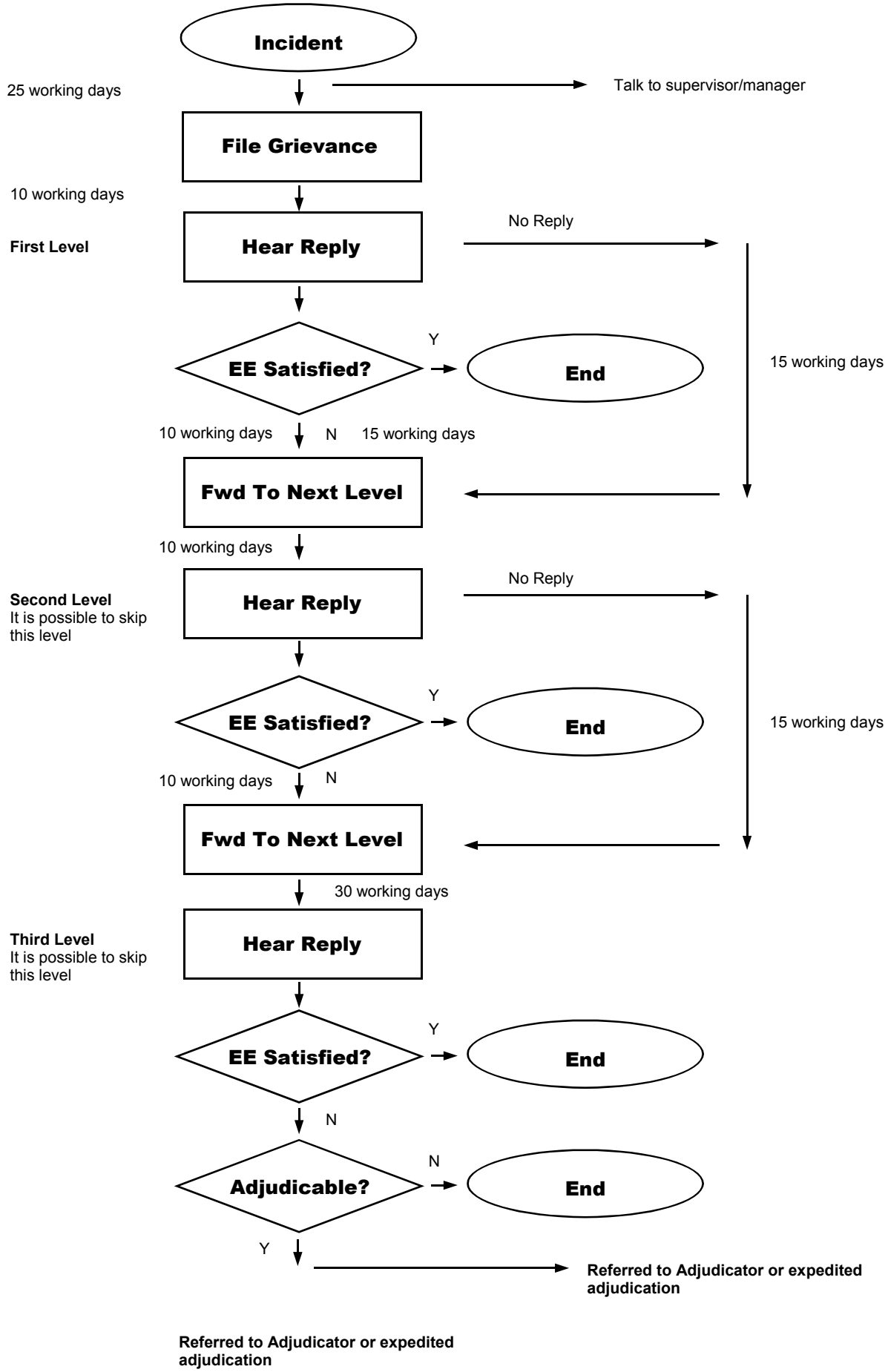
Incident
25 working days
Talk to supervisor/manager
File Grievance
10 working days
First Level
Hear Reply
No Reply
EE Satisfied?
Y
End
15 working days
10 working days
N
15 working days
Fwd To Next Level
10 working days
Second Level
It is possible to skip this level
Hear Reply
No Reply
EE Satisfied?
Y
End
15 working days
10 working days
N
Fwd To Next Level
30 working days
Third Level
It is possible to skip this level
Hear Reply
EE Satisfied?
Y
End
N
Adjudicable?
N
End
Y
Referred to Adjudicator or expedited adjudication
Referred to Adjudicator or expedited adjudication