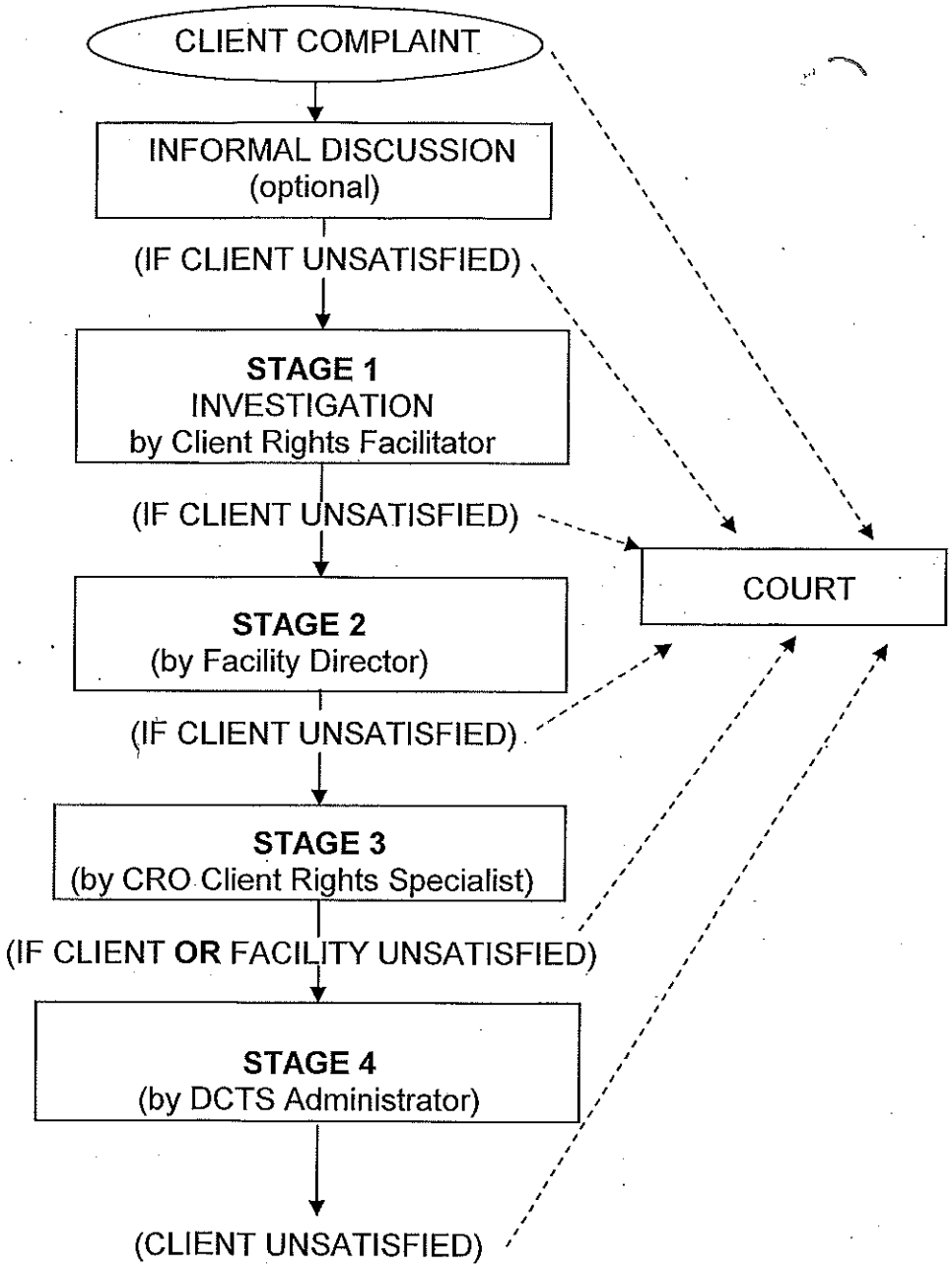
DCTS GRIEVANCE PROCEDURE FLOW CHART



(Clients may take their grievance to court at any time during the grievance process. However, a court action on the same issue will normally terminate the grievance process unless there is a good reason to keep the investigation open.)