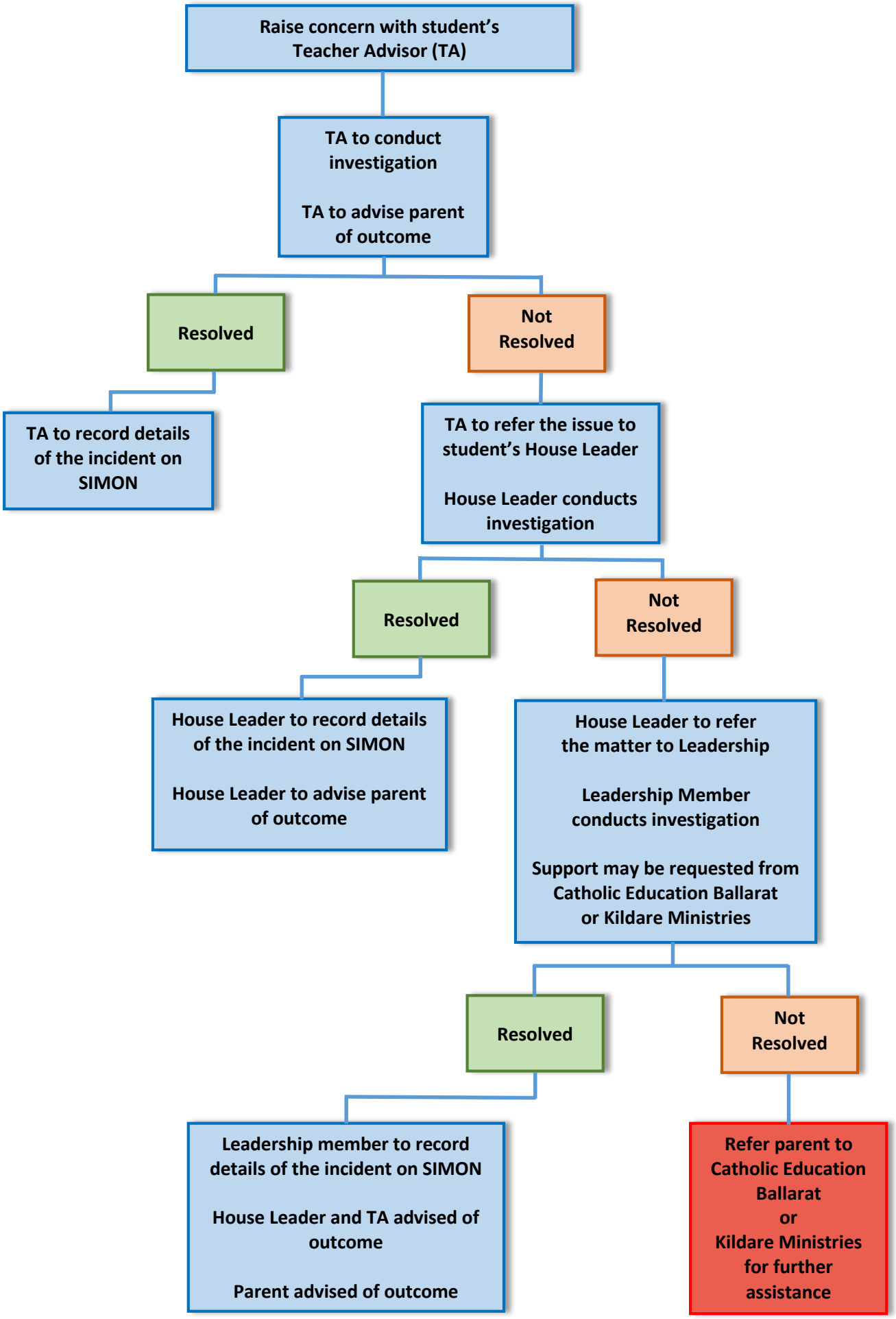Parent procedure for concerns, complaints or grievances