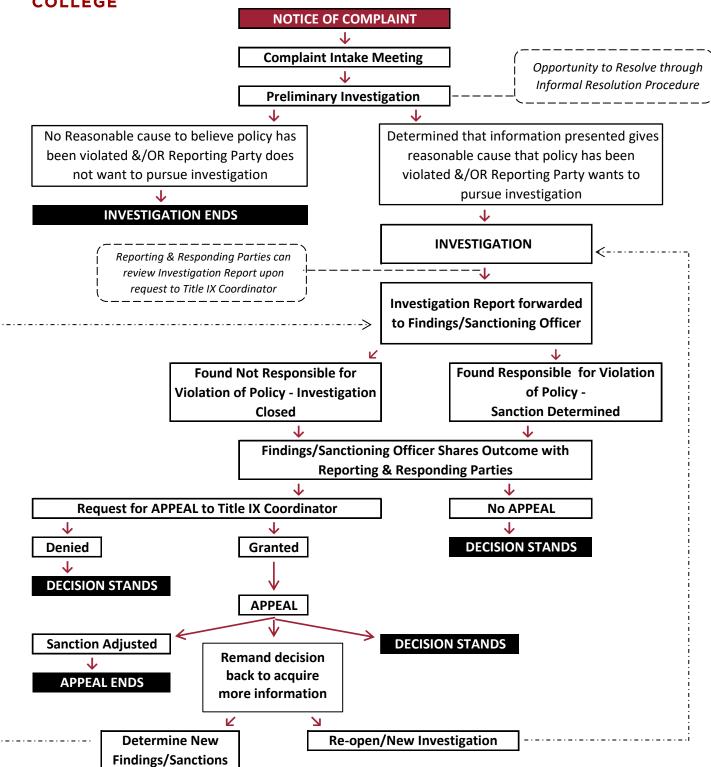


HC Cares Grievance Proceduse Flow Chart



Timeframe to complete major stages of process: 60 buisness days* (start of investigation to appeal)

*extension of this timeframe may be necessary upon appropriate cause & notification