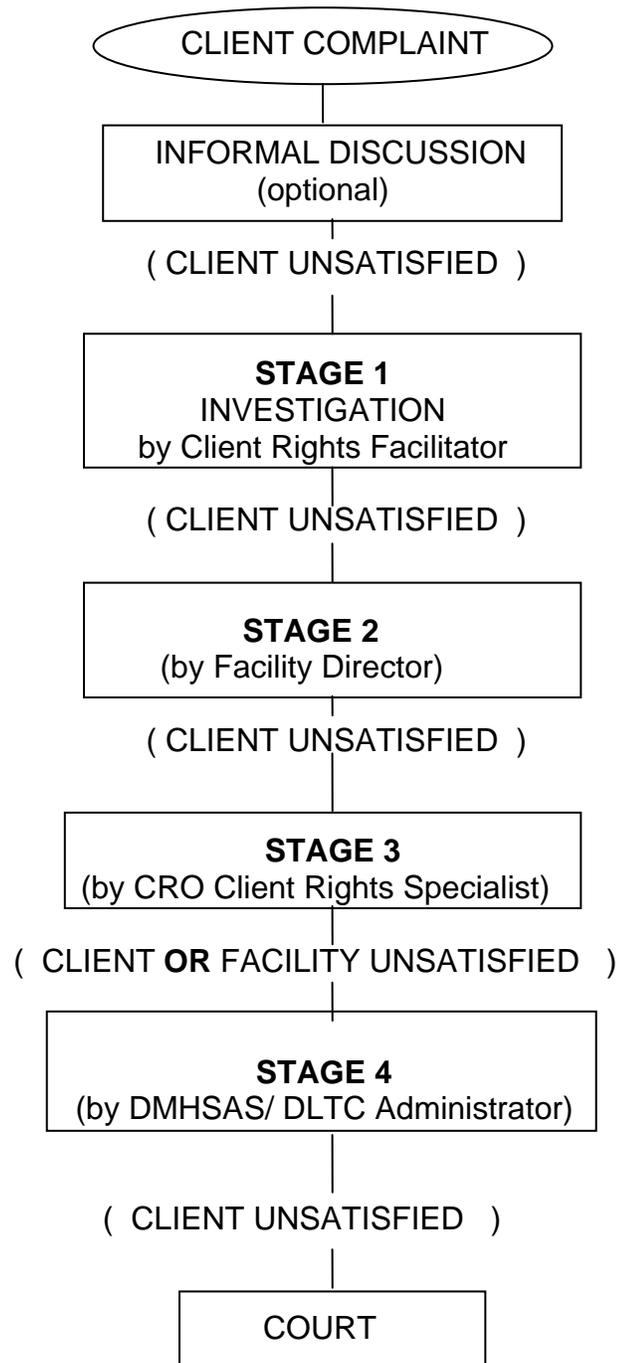


## DMHSAS/DLTC GRIEVANCE PROCEDURE FLOW CHART



(Clients may take any grievance to Court after Stage 4, or at any time during the 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.)