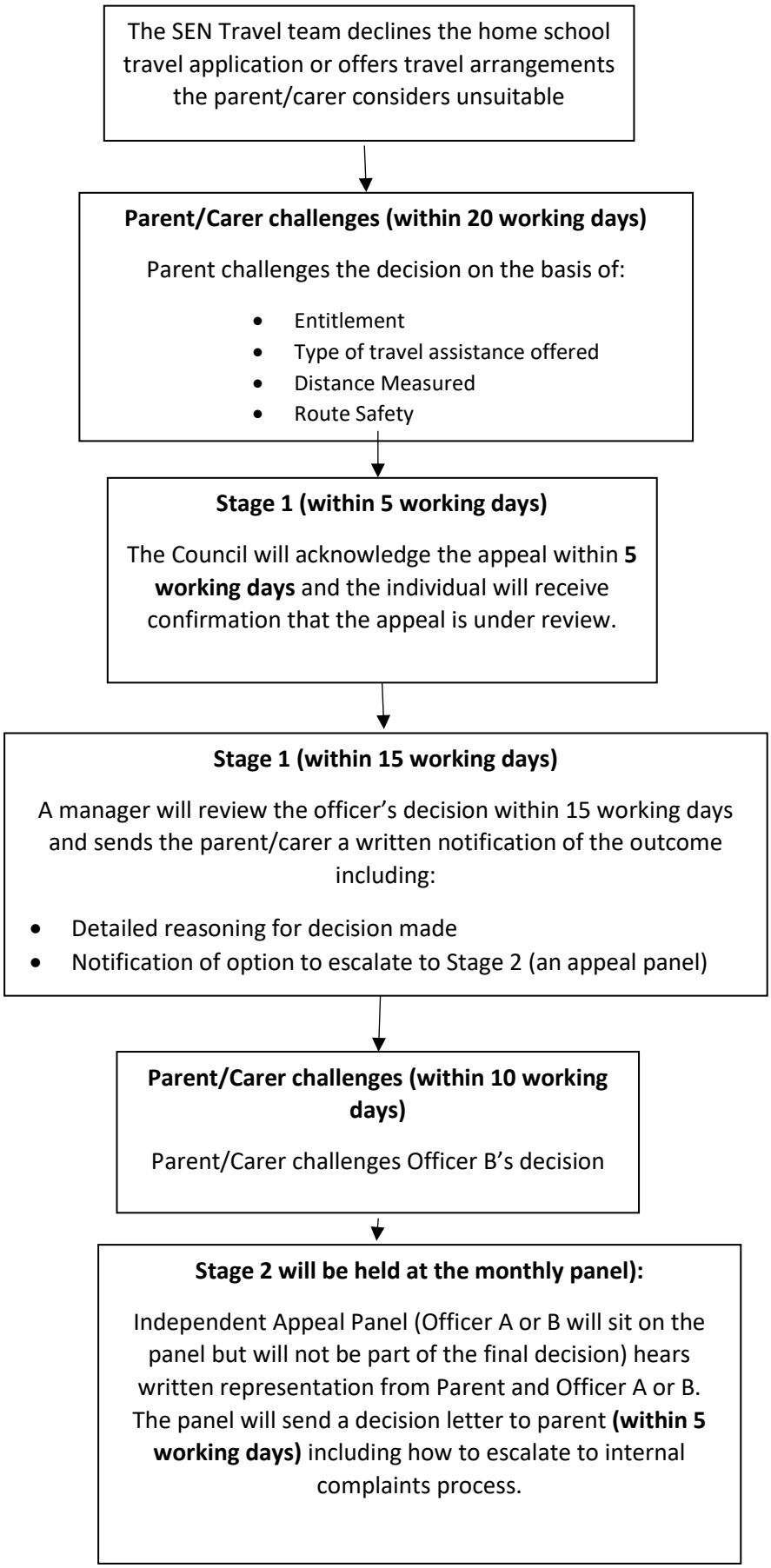11.1 The diagram below outlines the review/appeal process