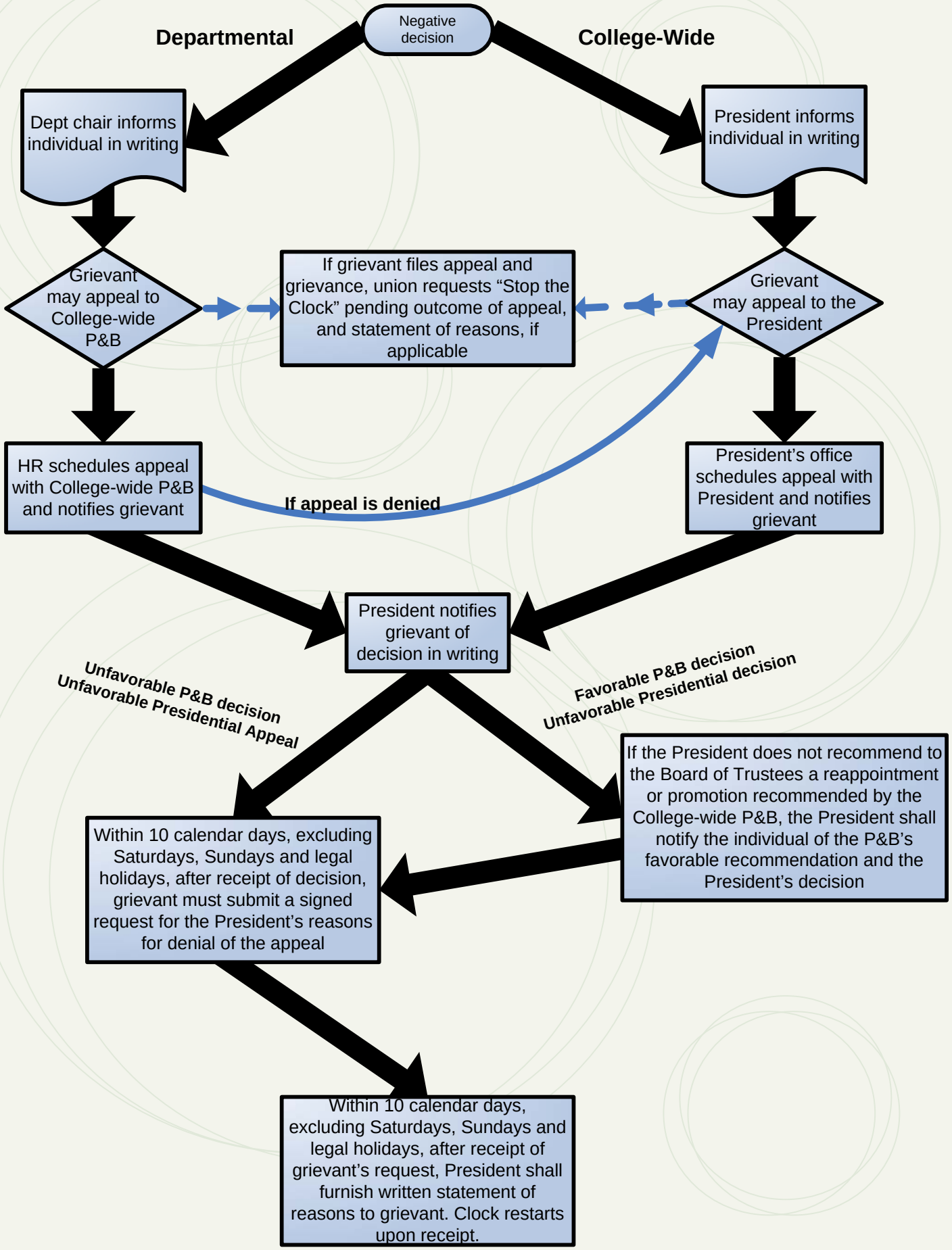LAGCC Appeal Process for PSC/CUNY Grievances