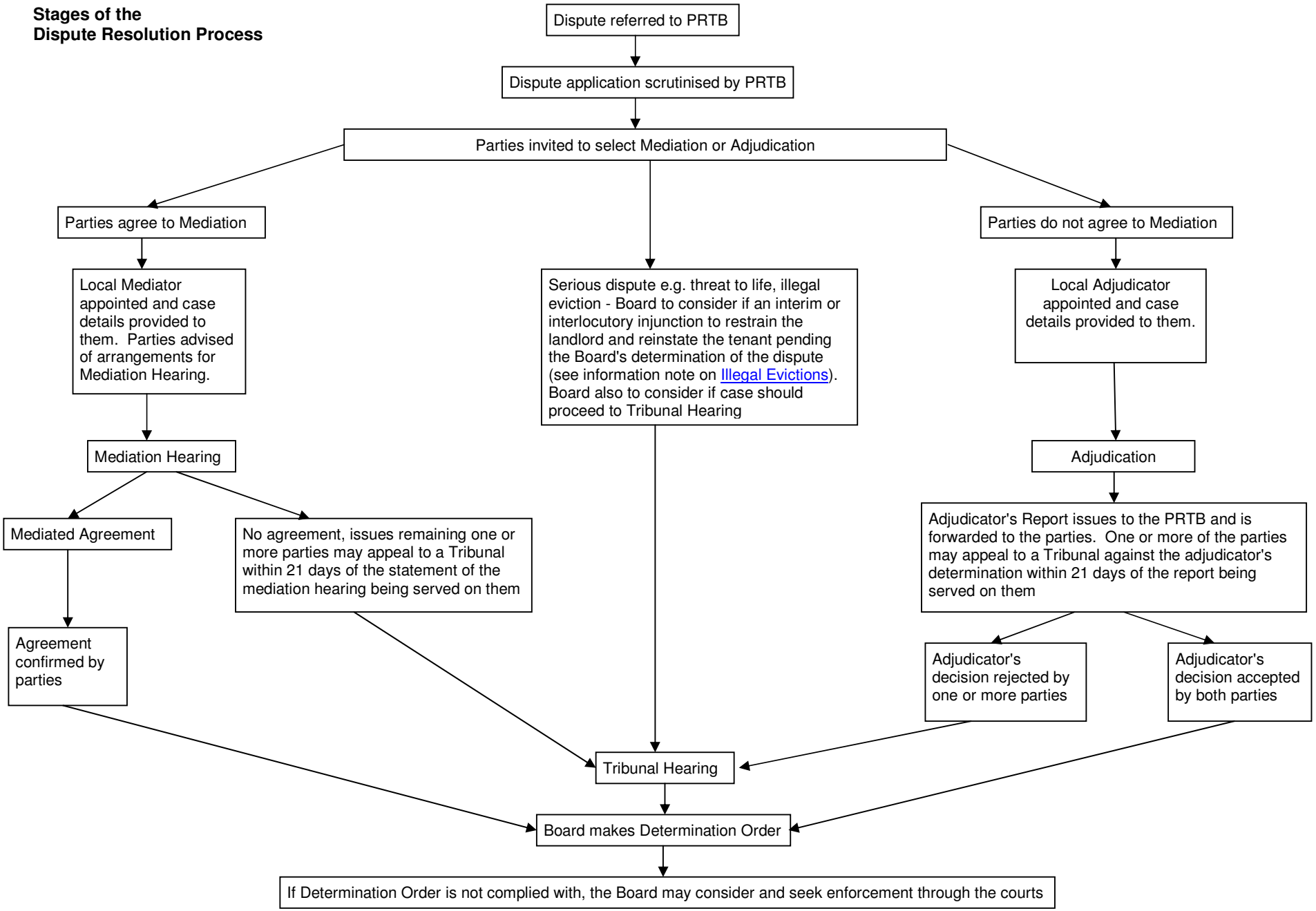Stages of the Dispute Resolution Process