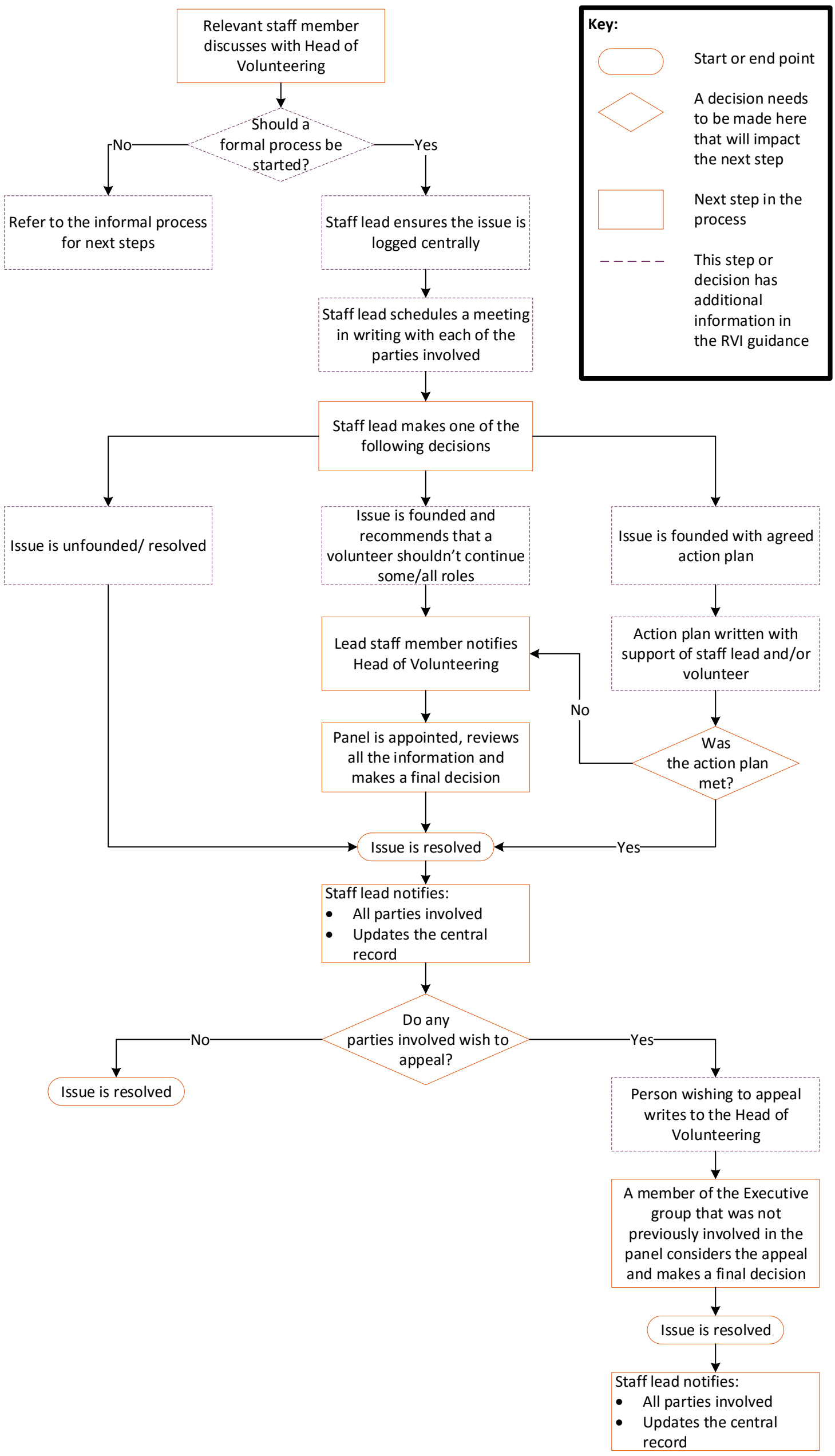Resolving Volunteer Issues - Formal process