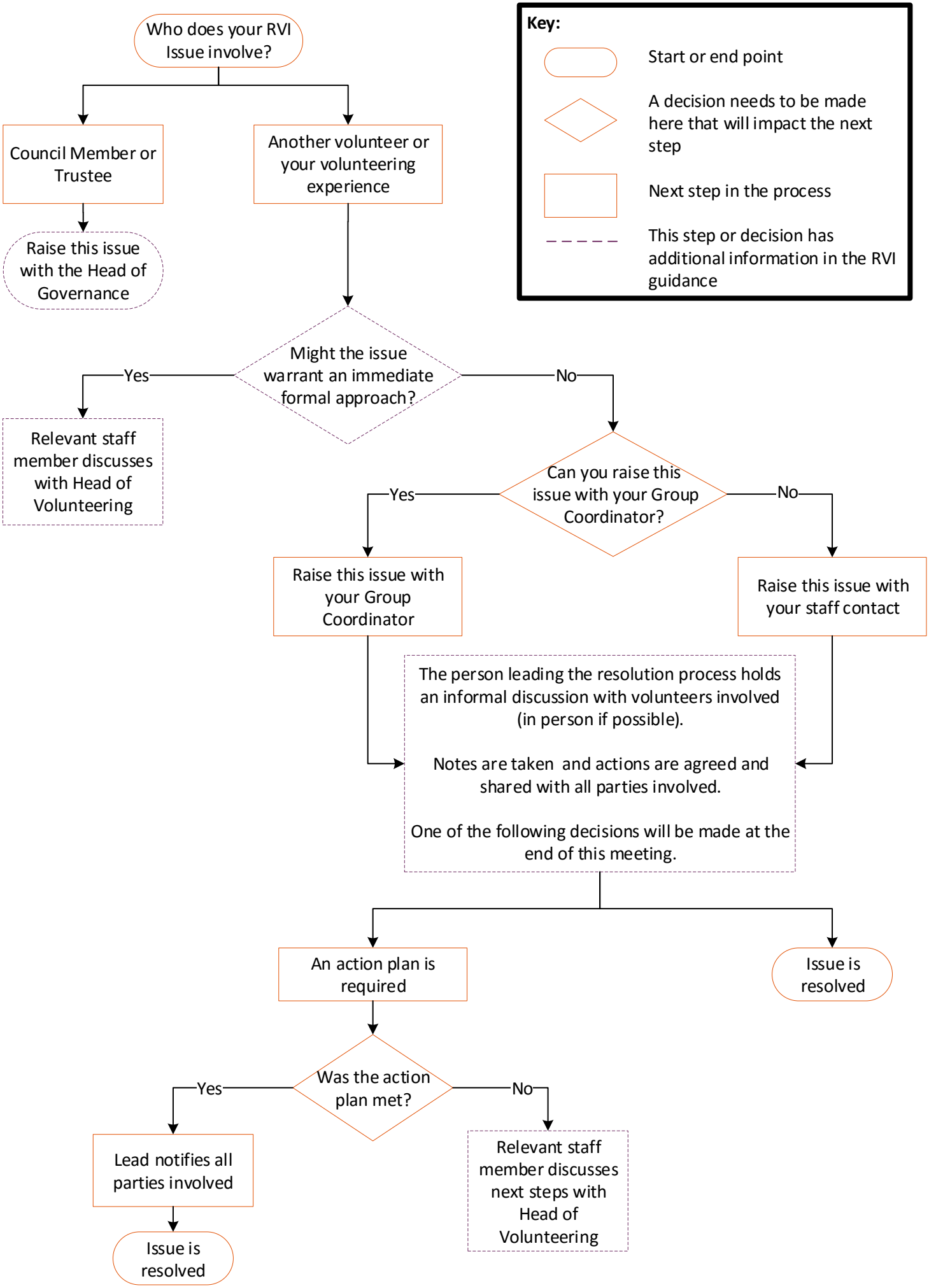Resolving Volunteer Issues - Informal Process