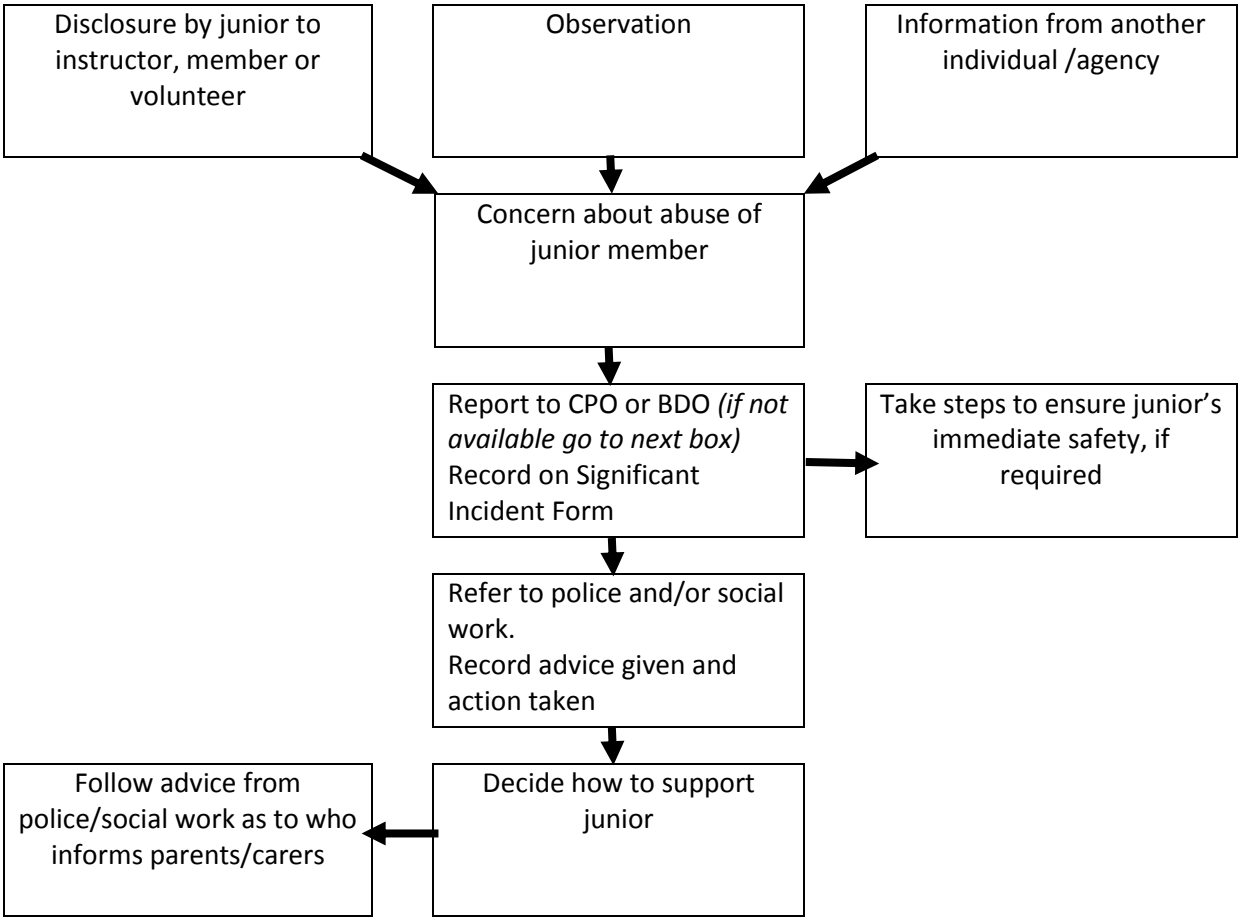RESPONDING TO CONCERNS ABOUT A JUNIOR - FLOWCHART