



**Step 1:**  
Youth submits a grievance by website/email/phone



Youth with a concern about their rights



**Step 7:**  
If no resolution by step 6, Pono Protectors & Team will assist youth to explore legal options



**Step 2:**  
Grievance received by the Pono Navigator



**Step 6:**

If no resolution by step 5, grievance is passed on to Pono Protectors. Pono Protectors, Youth, & Team work together to reach a resolution



**Step 3:**  
Pono Navigator follows up with youth about grievance



**Step 4:**  
Pono Navigator informs youth's team of grievance



**Step 5:** Youth & Youth team work together to reach a resolution