SAMPLE ISSUE RESOLUTION LADDER		
CONTRACTOR		SHA
Bill Smith	2 weeks	Paul Green
<b>†</b>		<b>*</b>
Joan Steel Pat Marks	1 week	Mark Dot
<b>*</b>		<b>*</b>
Jack Manny	2 days	Dan Leaf
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Steve Nane	1 day	Bob Jones
*		*
Foreman	30 Minutes	Inspector
CAN ALSO INCLUDE TITLES AND CONTACT INFORMATION.		