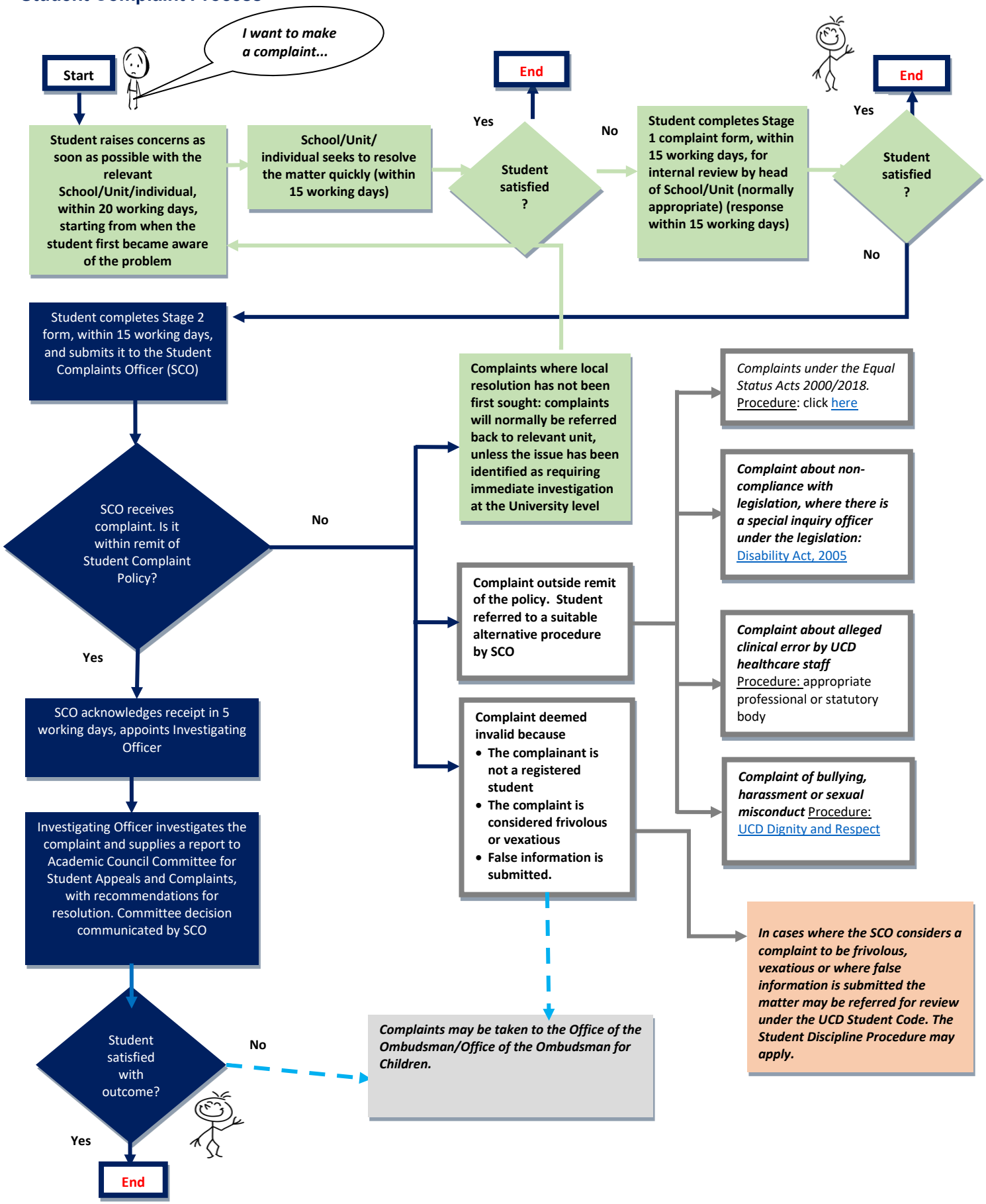Student Complaint Process