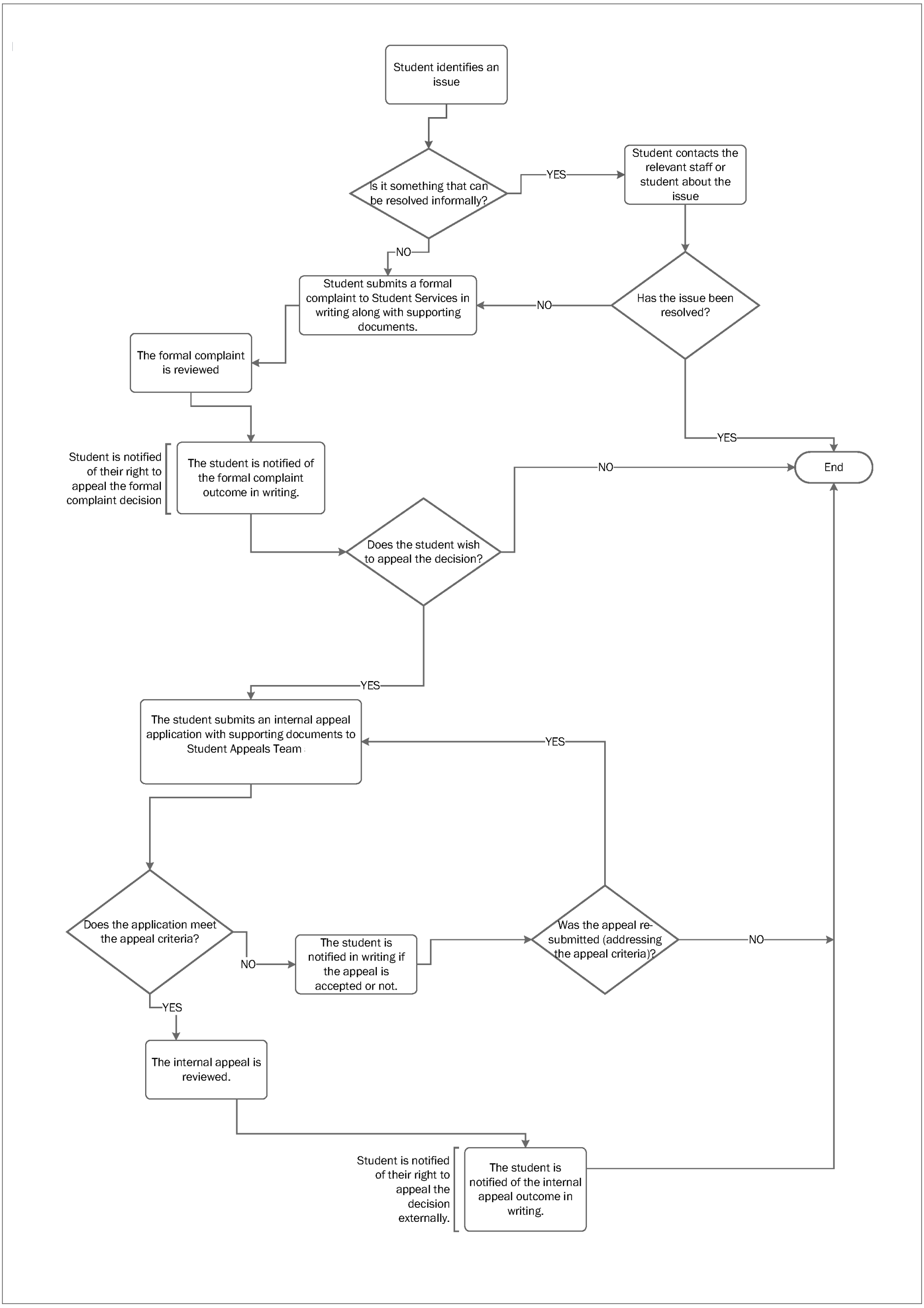Student Complaints Process Flowchart