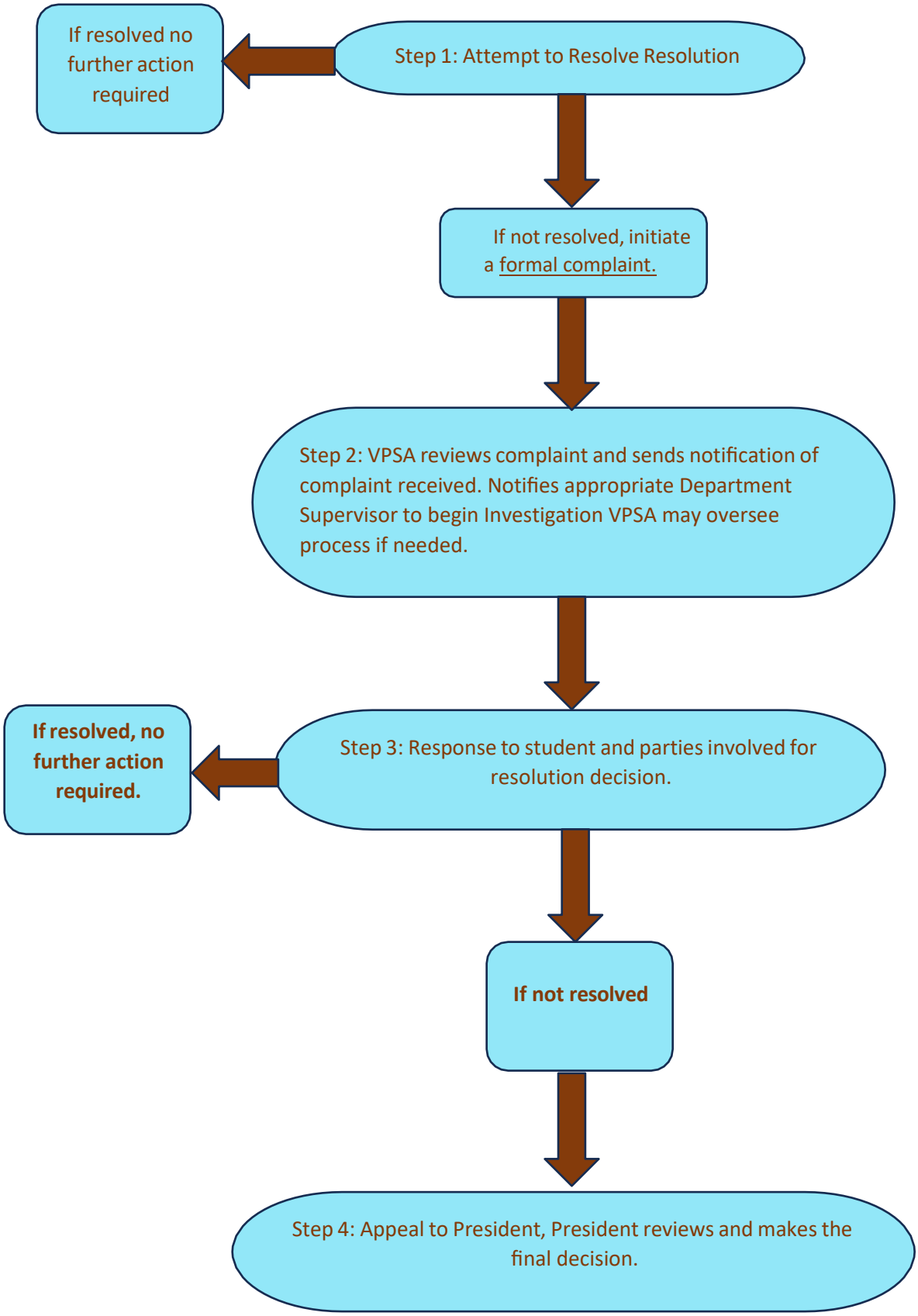Student Complaint Flow Chart