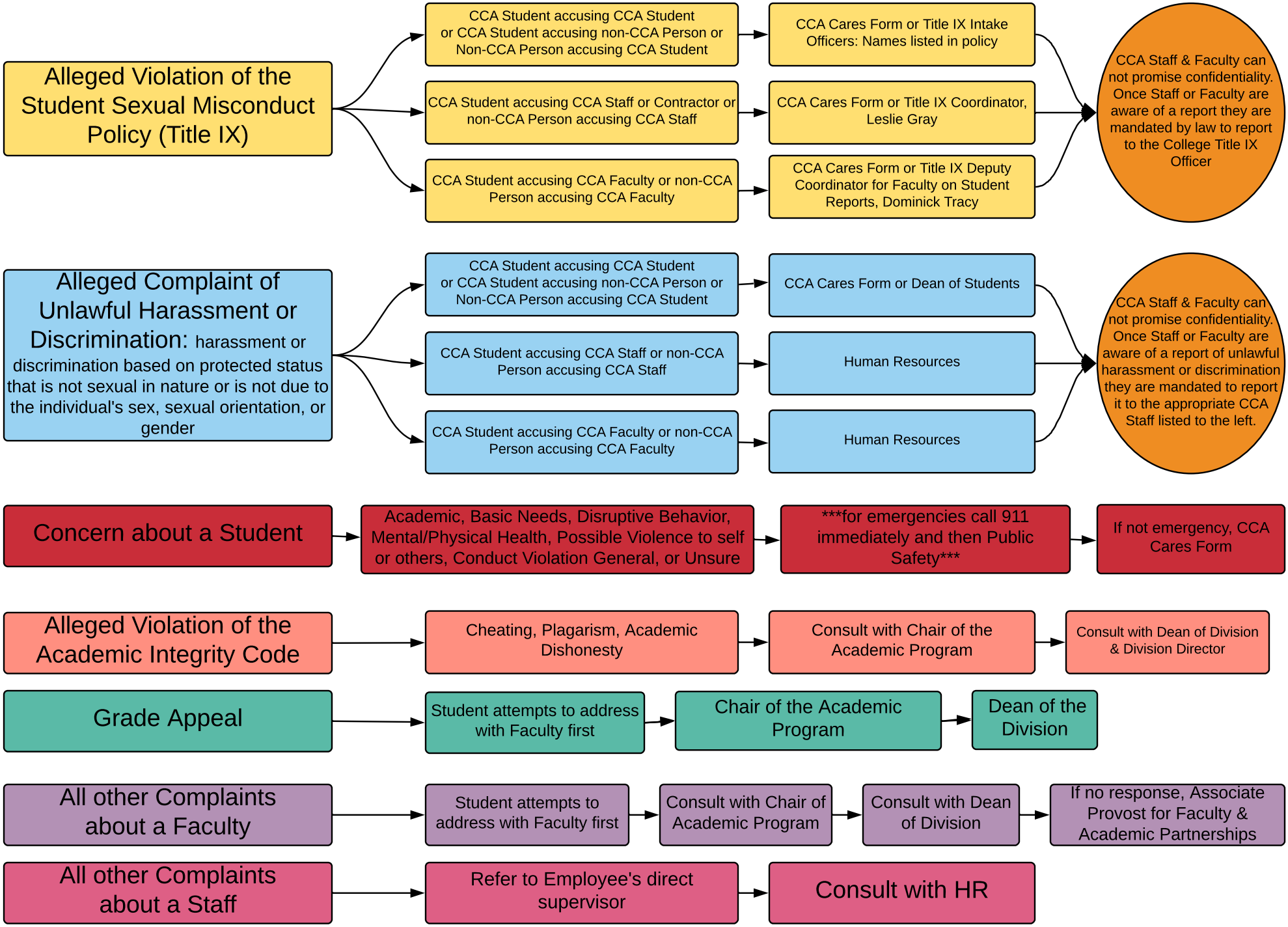Reporting Procedures for Student Complaints & Concerns