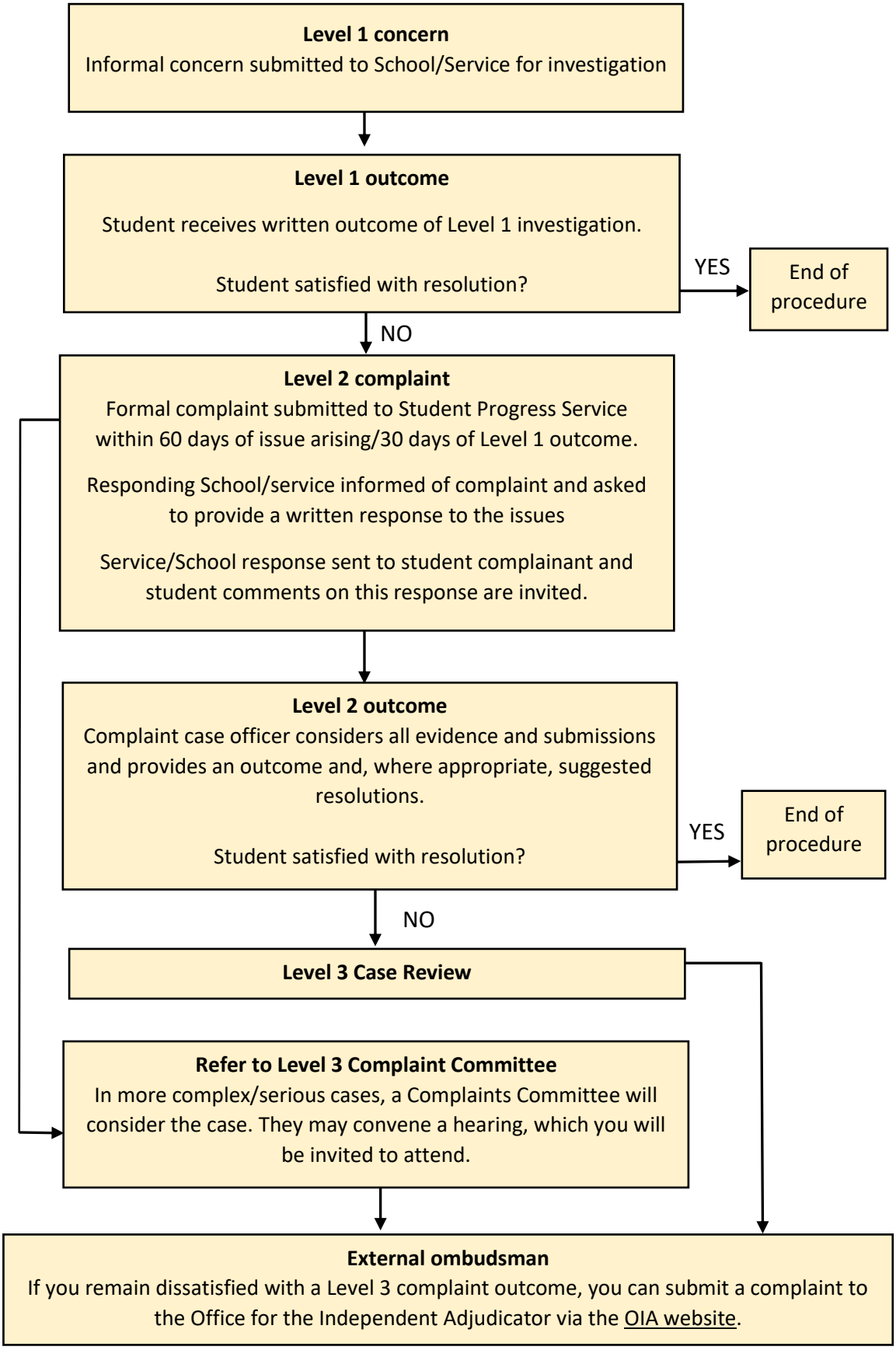Fig. 1
Quick guide: how will my complaint be handled by the University?