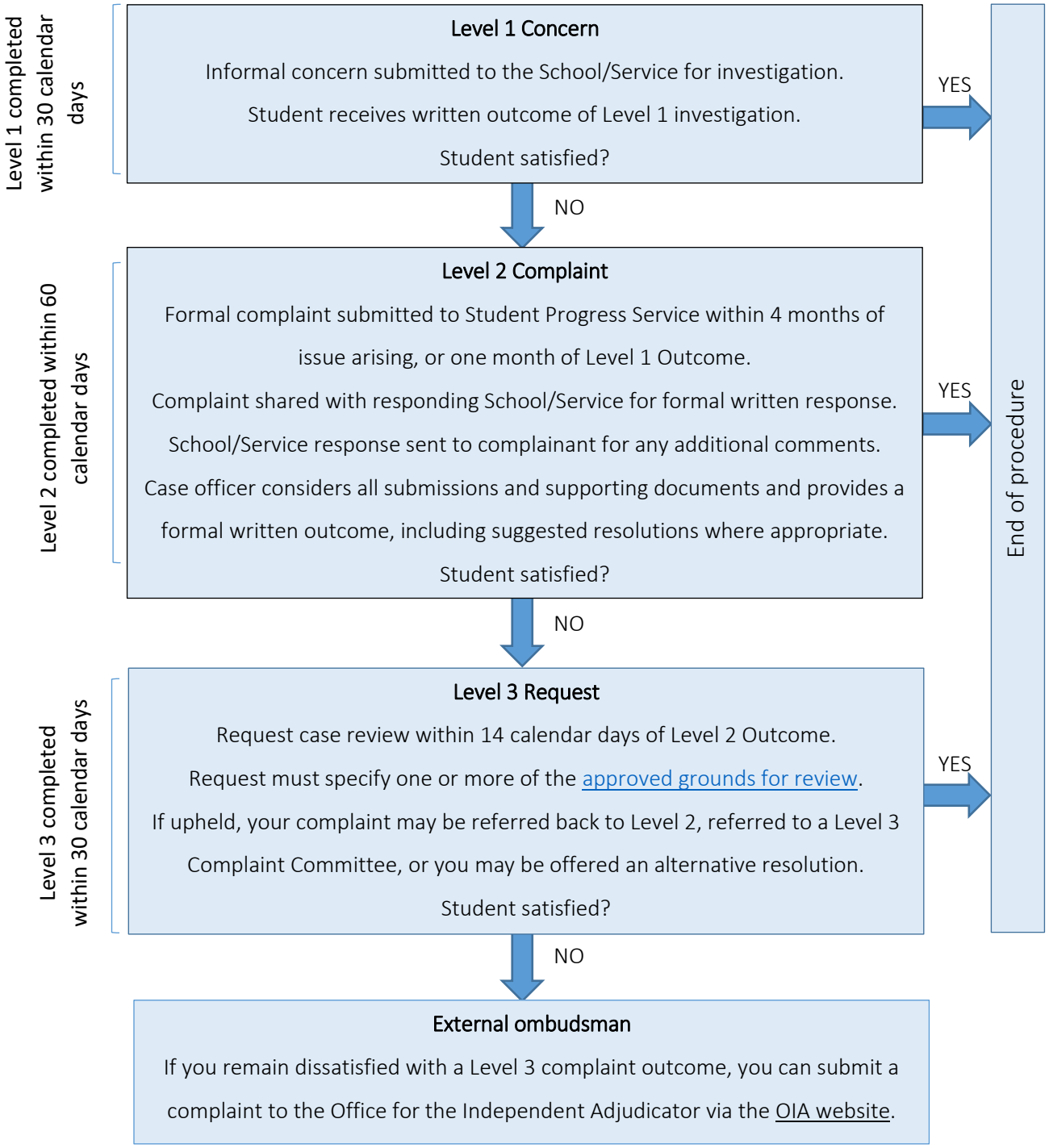Quick Guide to Student Complaints