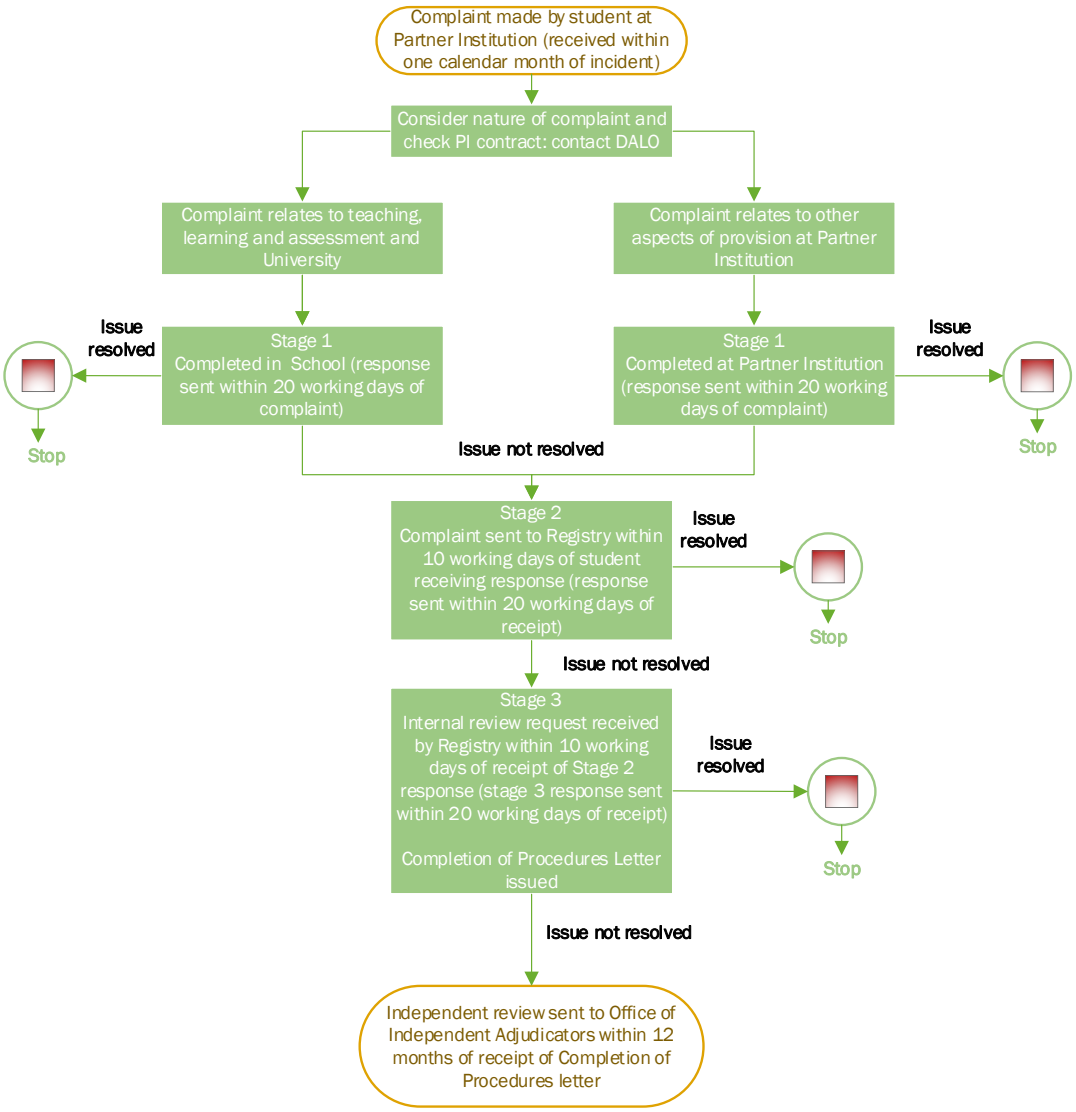3.9.13 Student Complaints