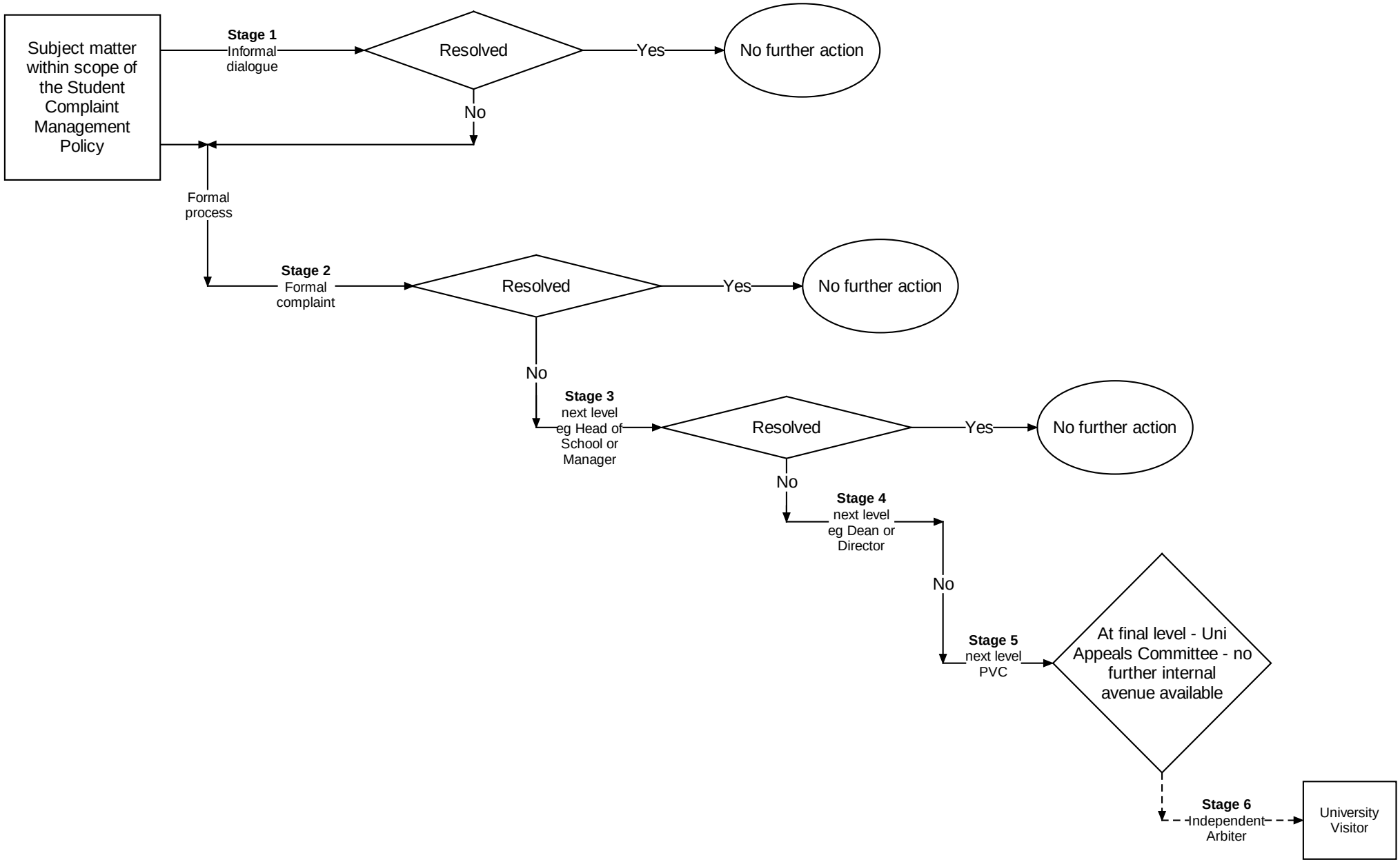Student Complaints