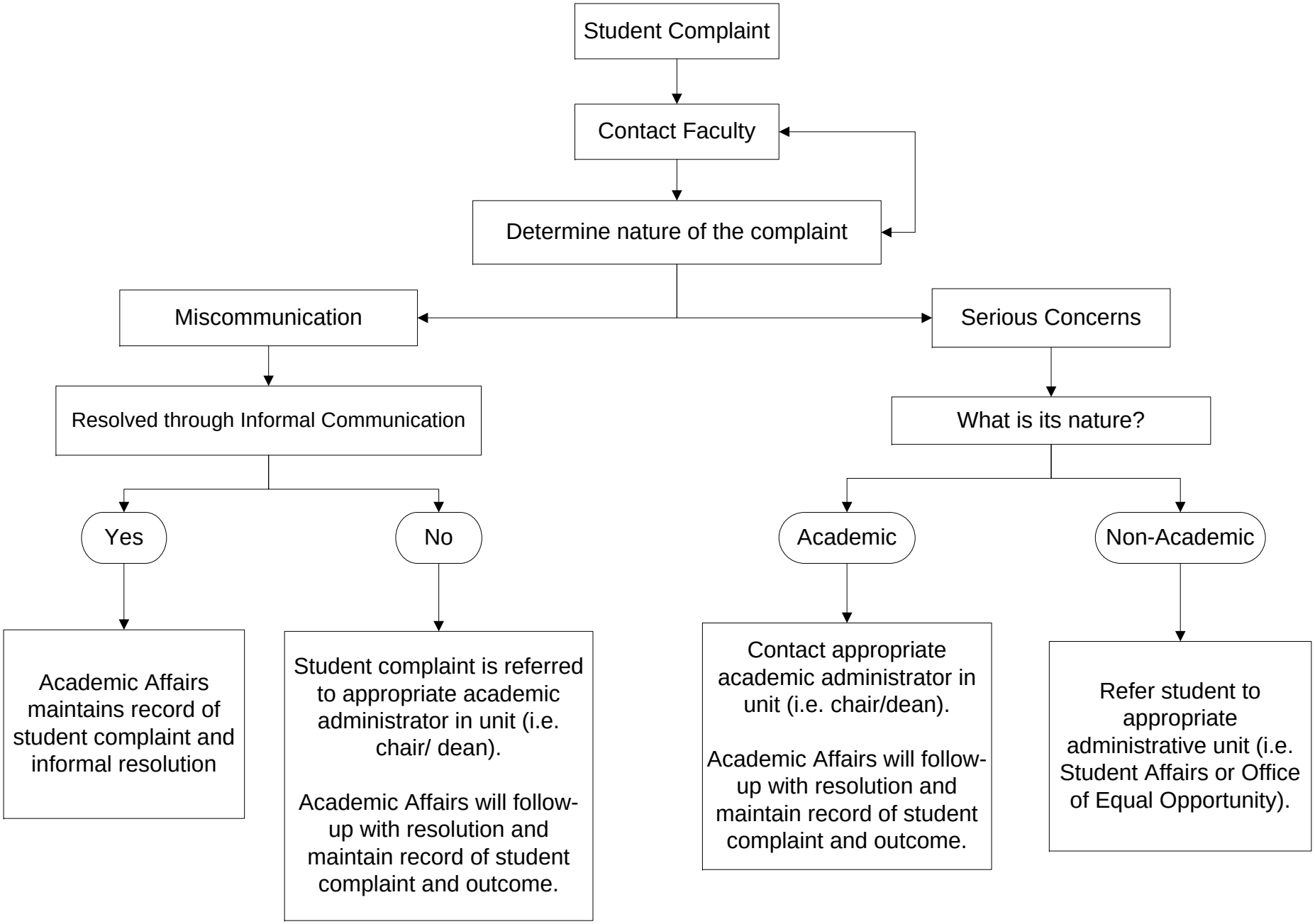Academic Affairs Procedures for Investigating Student Complaints