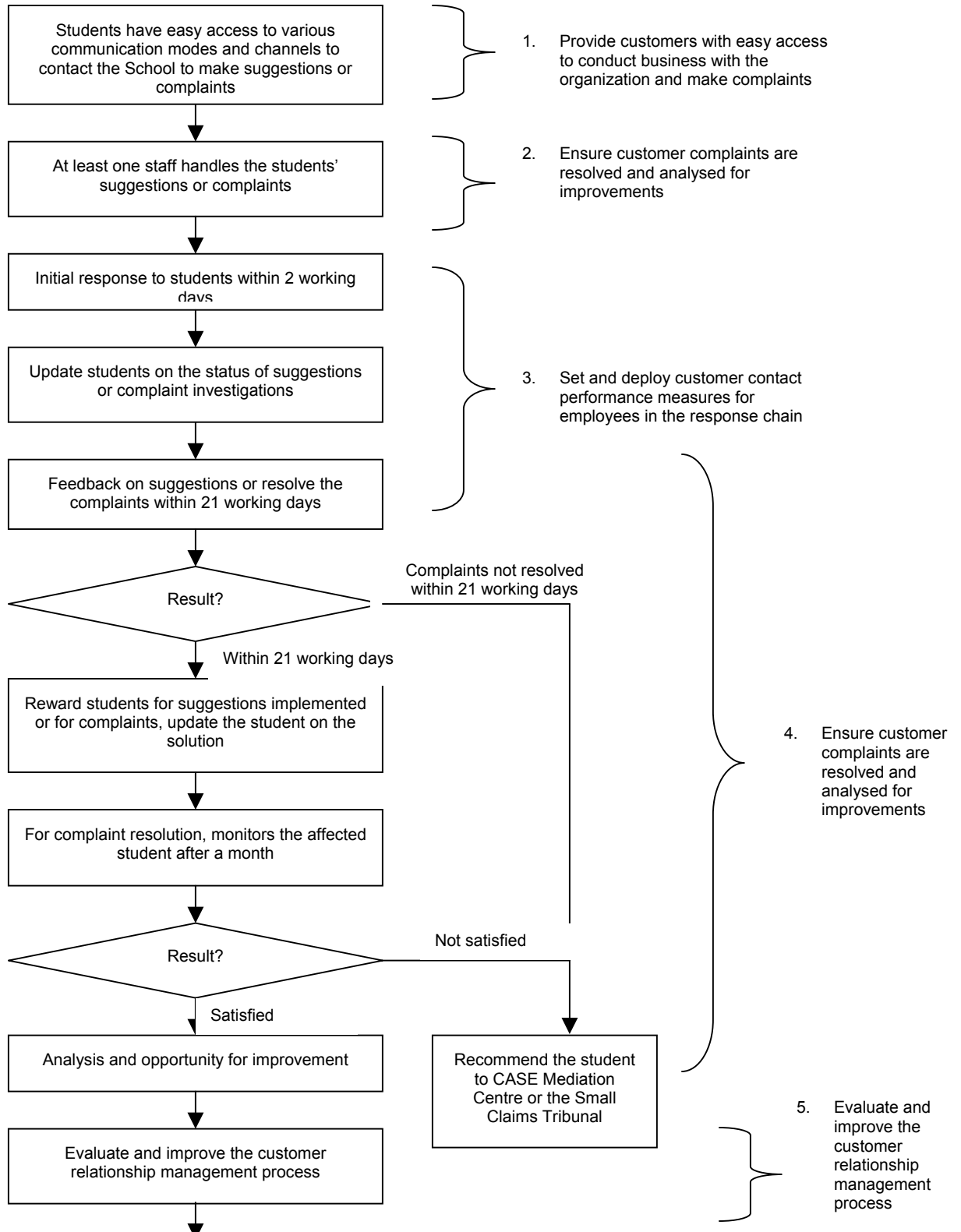


Student Complaint Resolution Procedures



2 Customer Satisfaction

