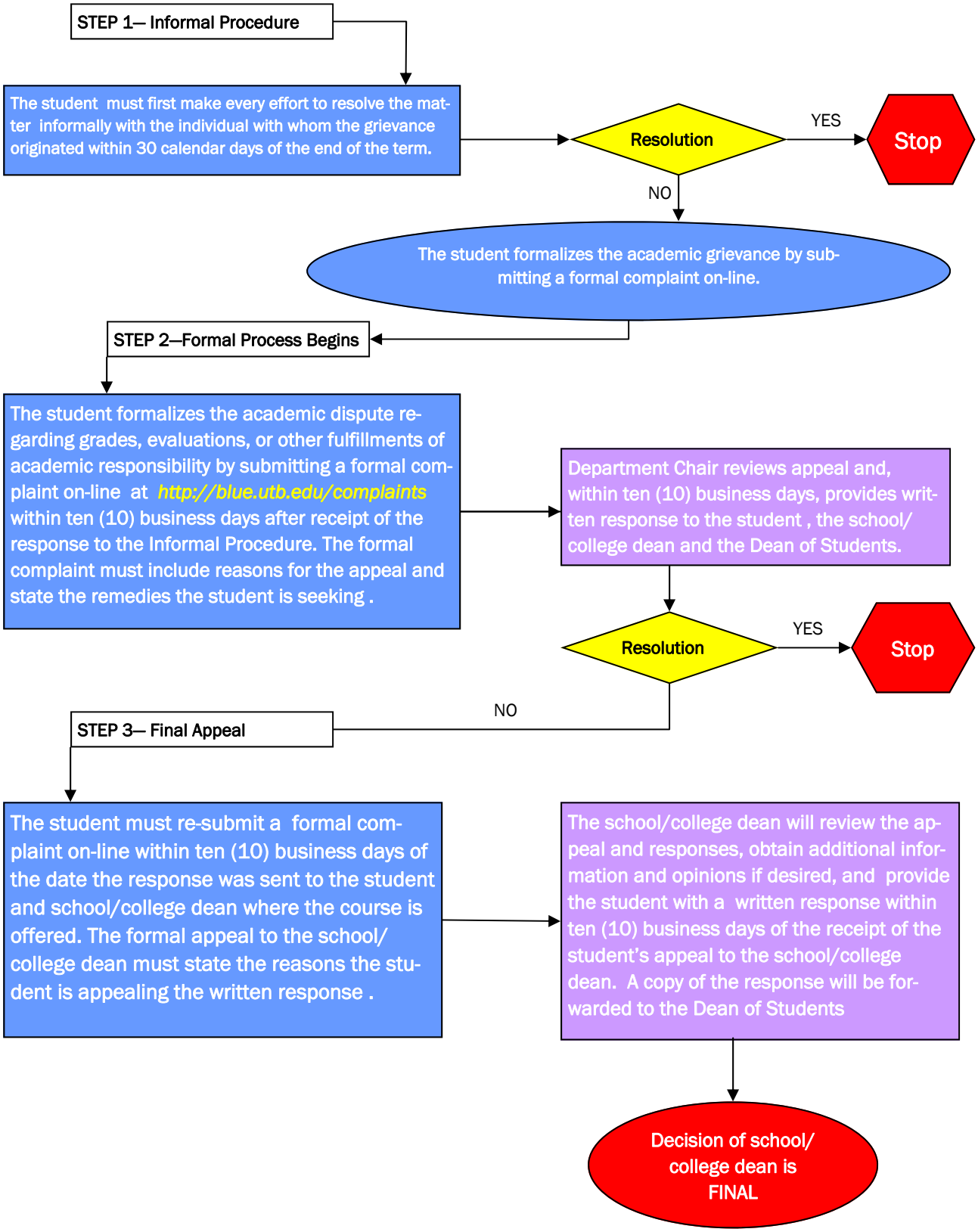ACADEMIC GRIEVANCES PROCEDURES