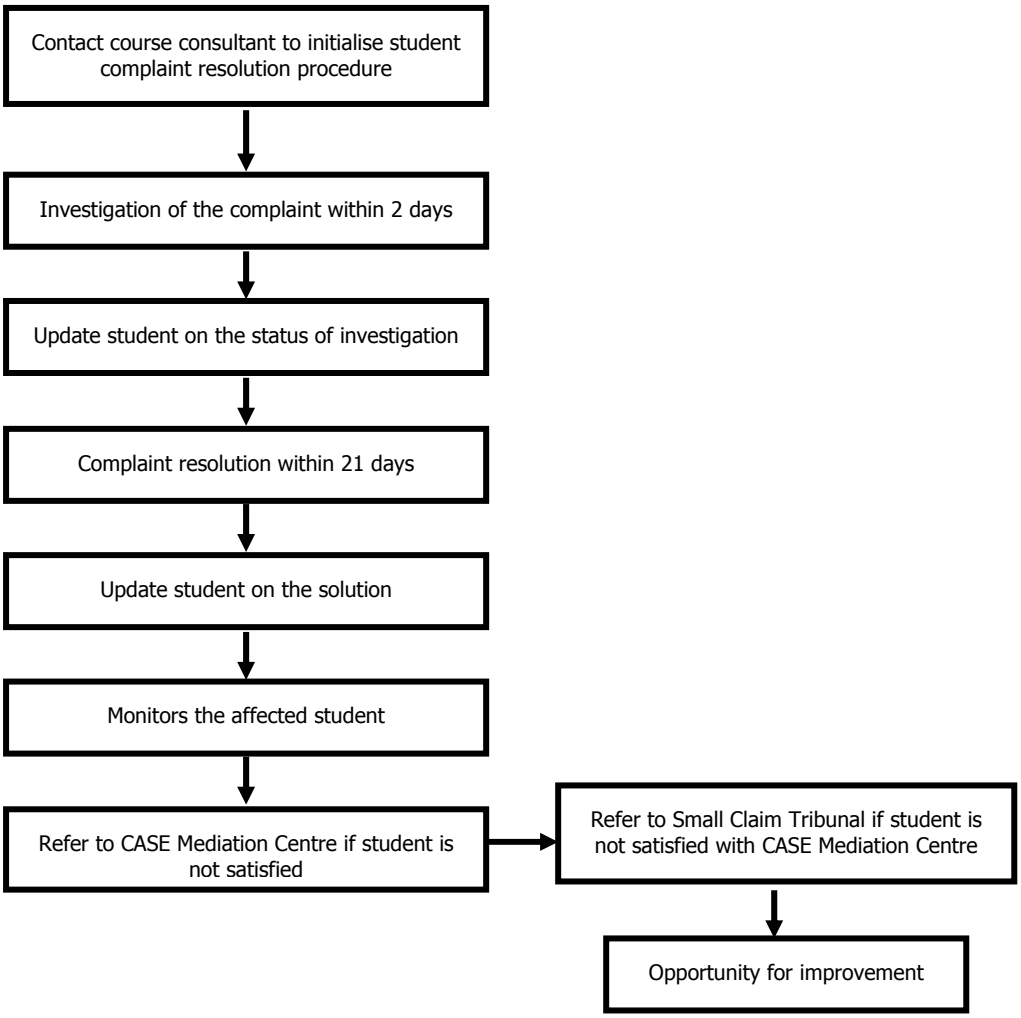# AMSBS STUDENT COMPLAINT RESOLUTION PROCEDURE