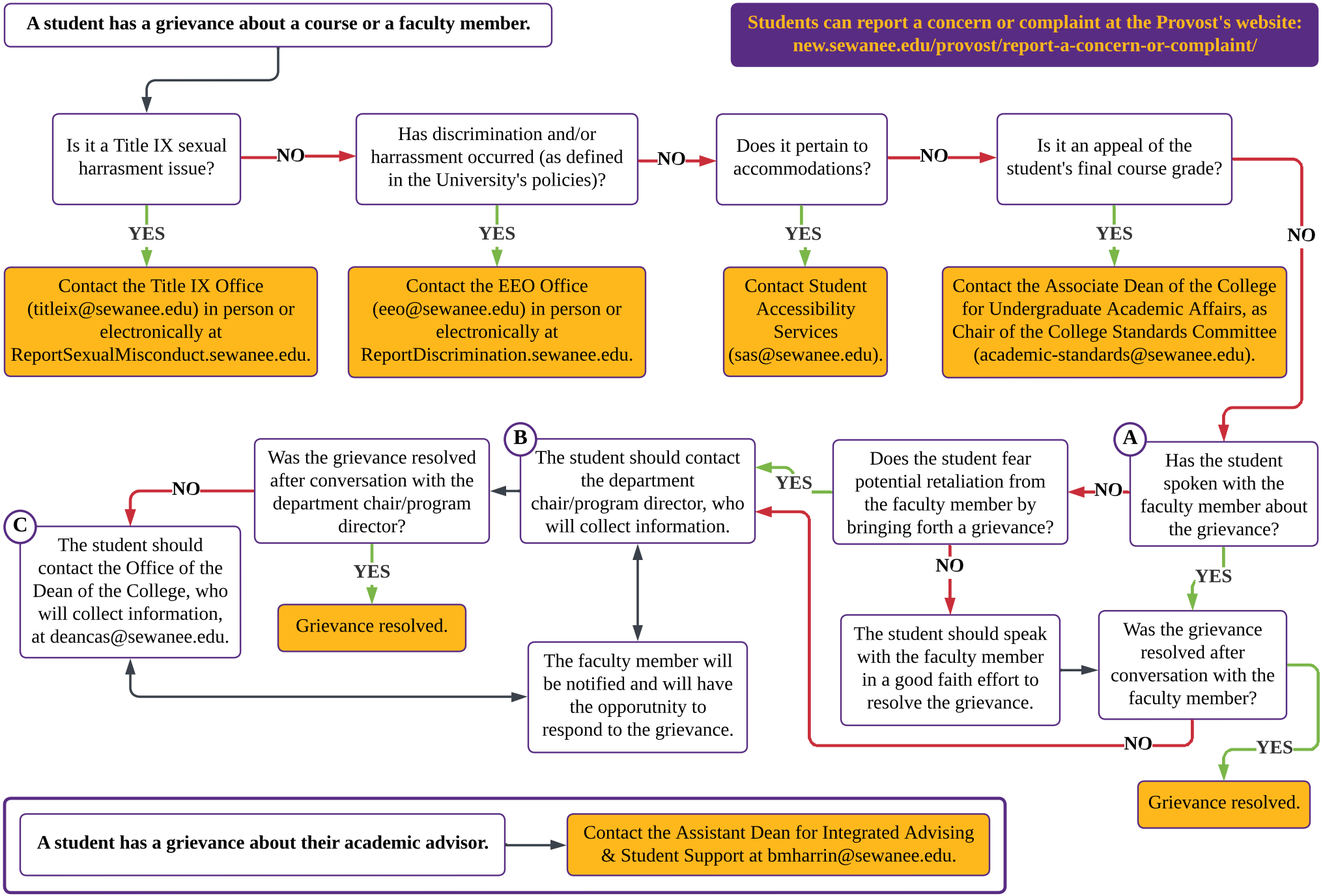Student grievance decision tree (revised 01-2024)