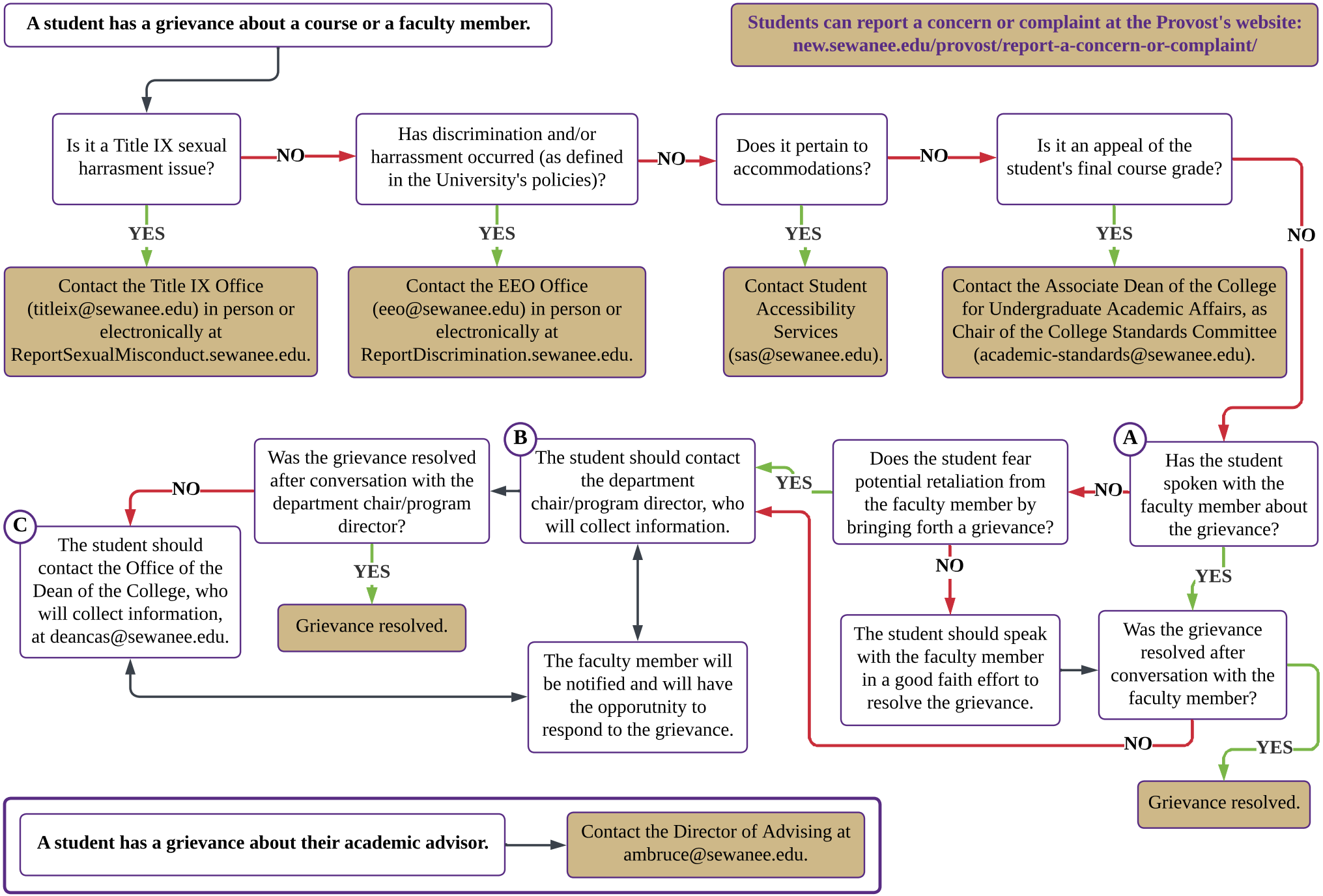Student grievance decision tree (revised 05-2026)