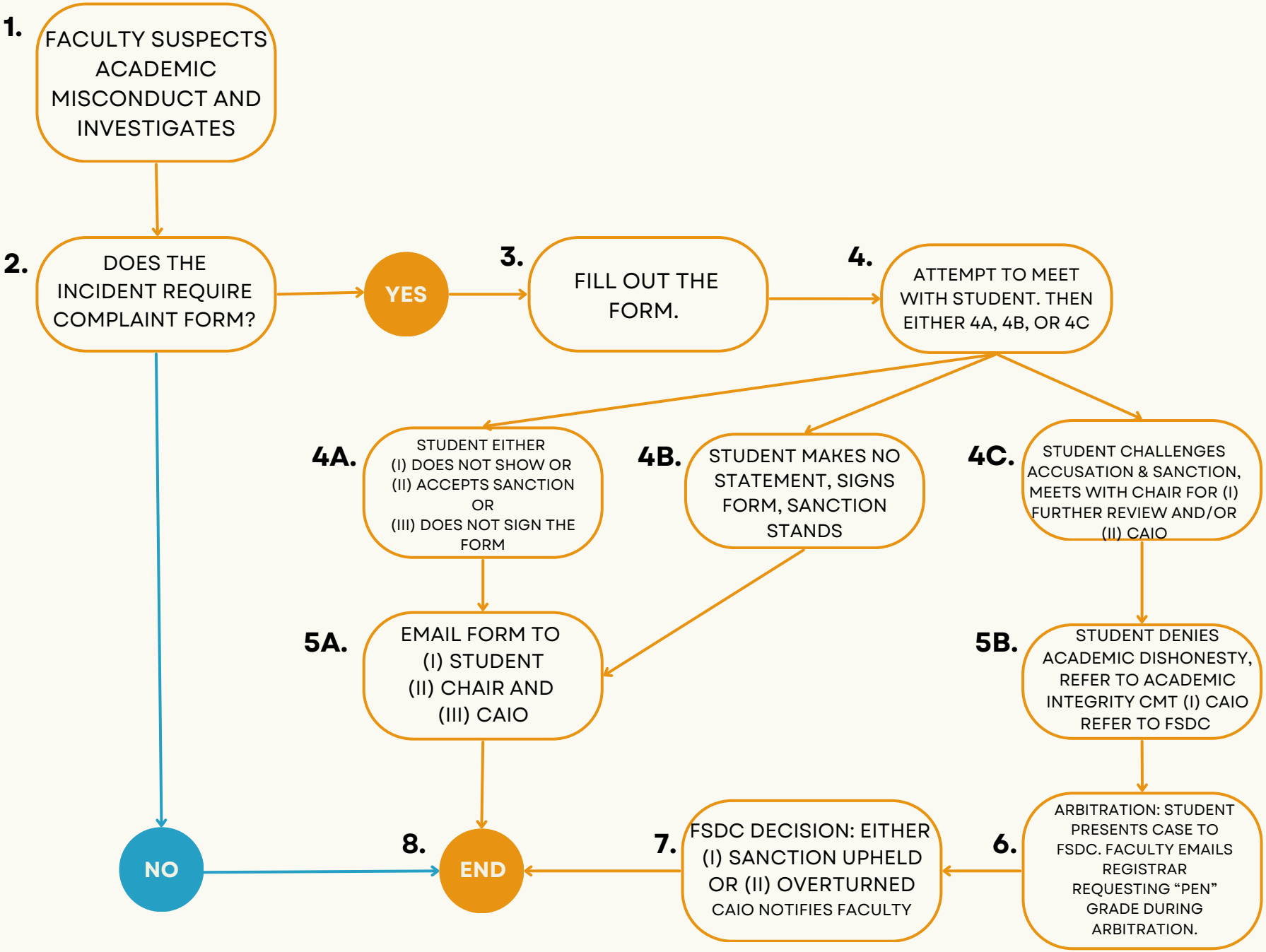ACADEMIC INTEGRITY COMPLAINT PROCESS