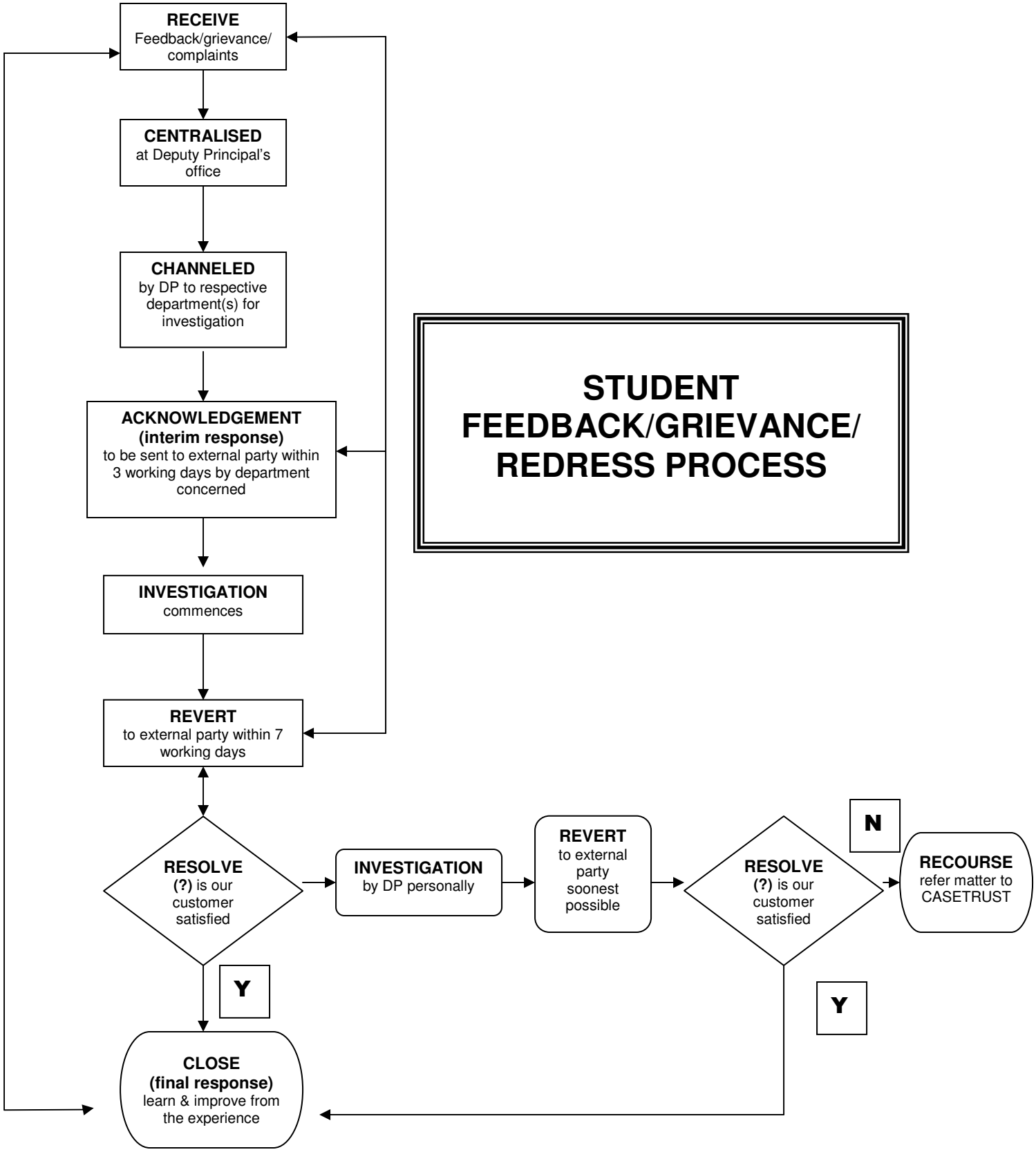STUDENT FEEDBACK/GRIEVANCE/ REDRESS PROCESS