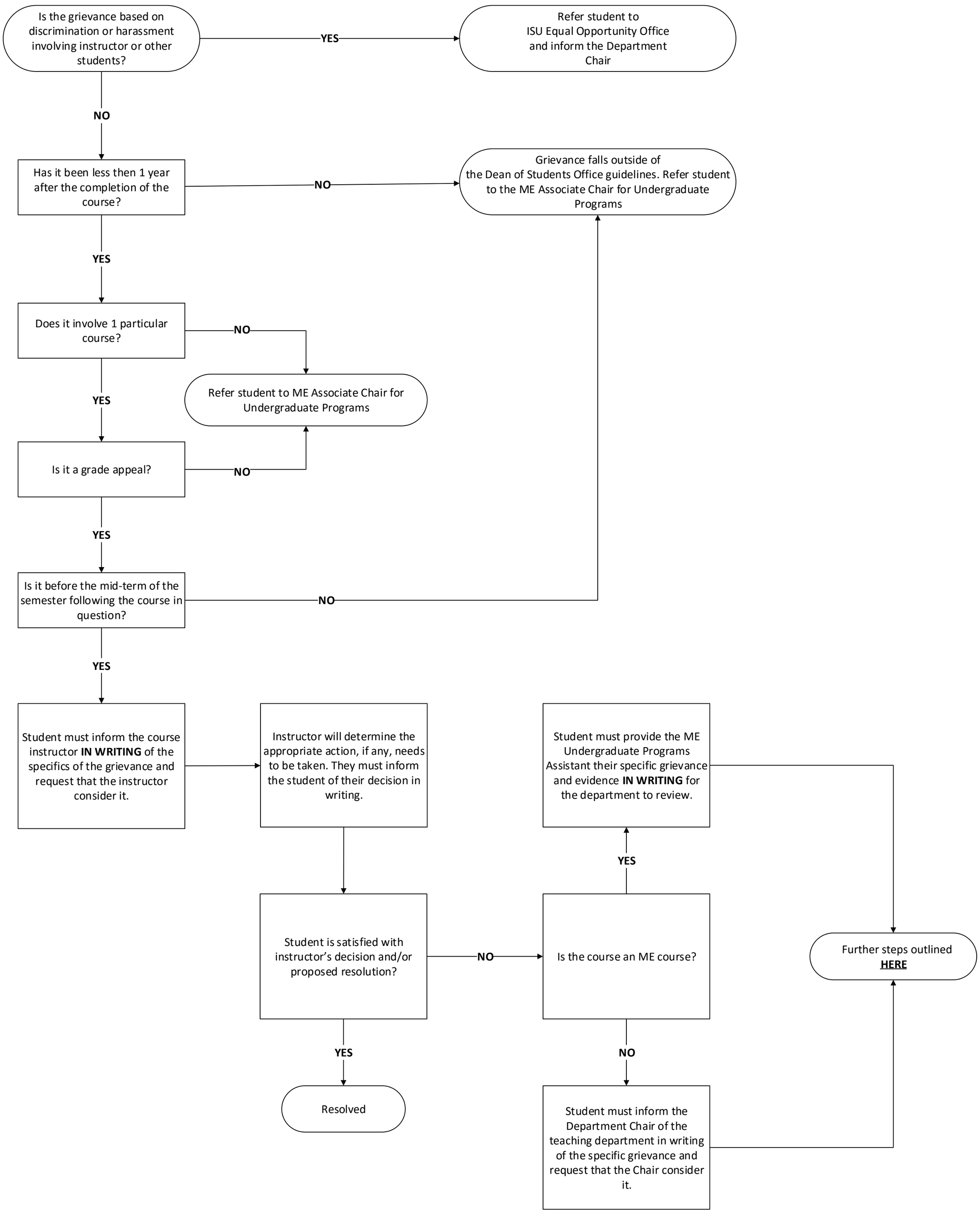Department of Mechanical Engineering Student Grievance Process