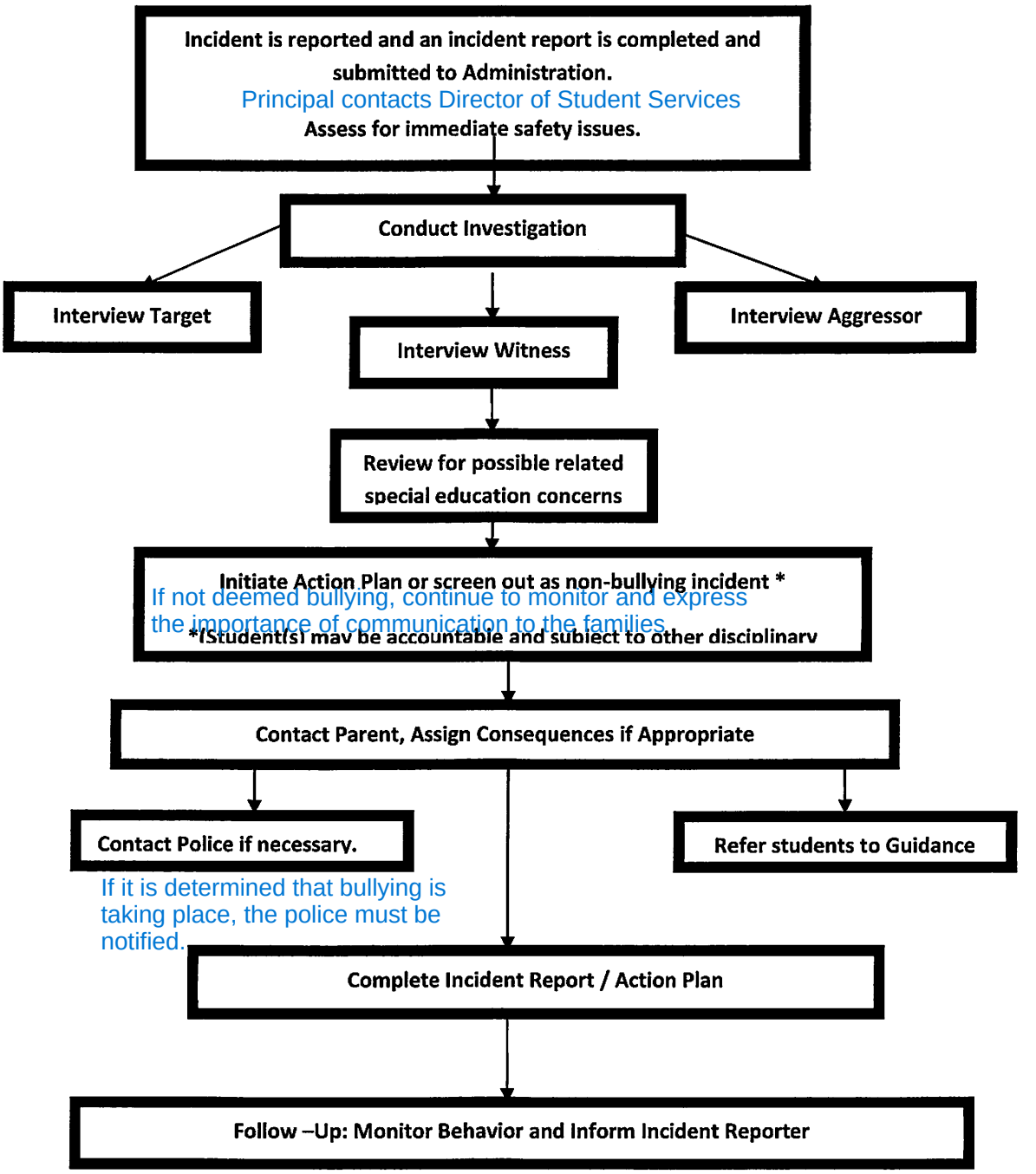Process for Responding to a Report of Bullying / Cyber-bullying