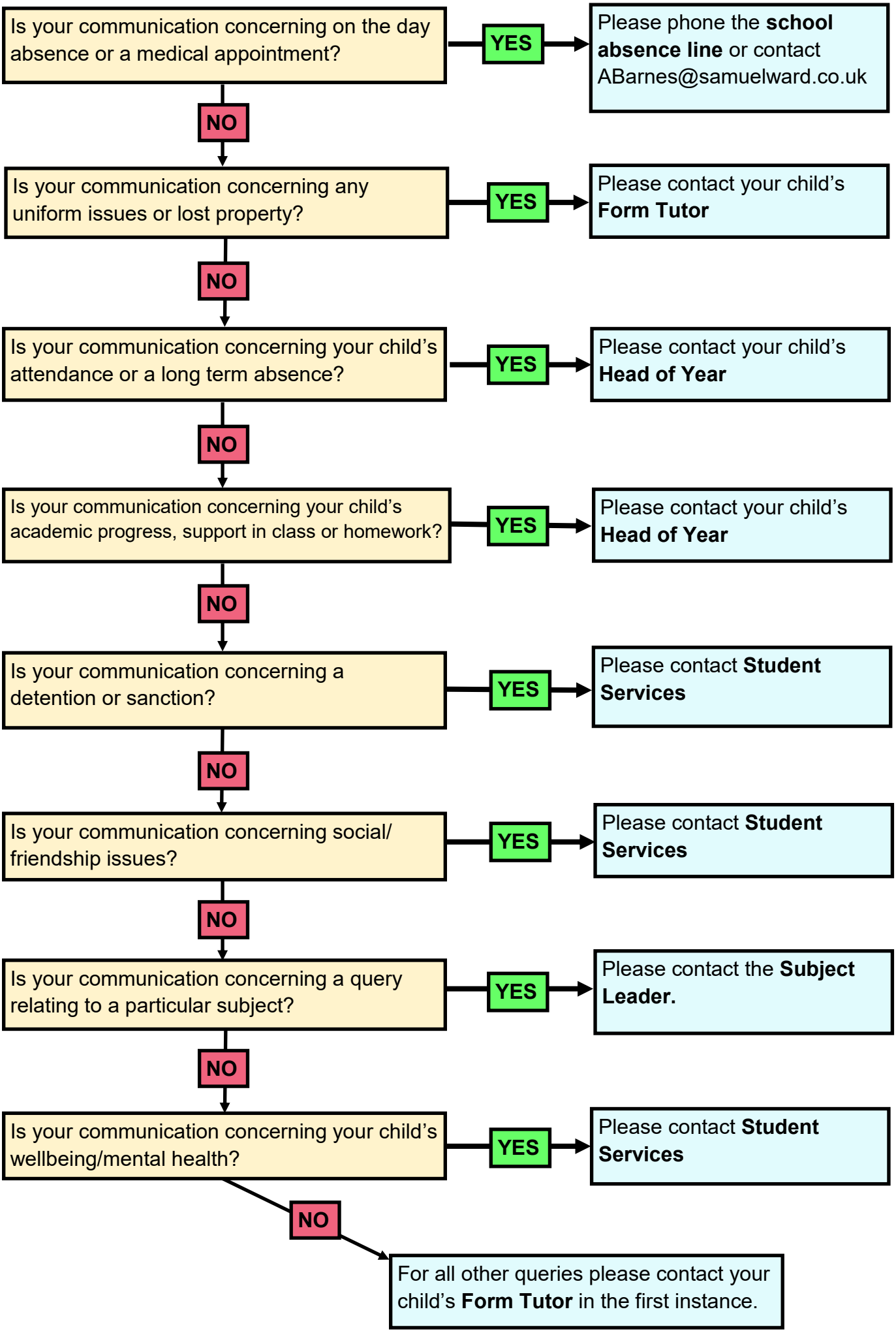Who should you contact - Parent Guide