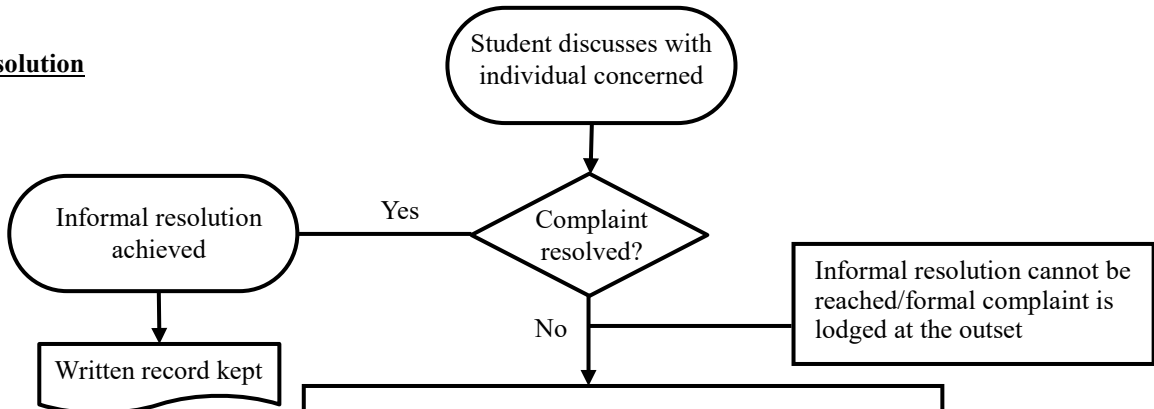


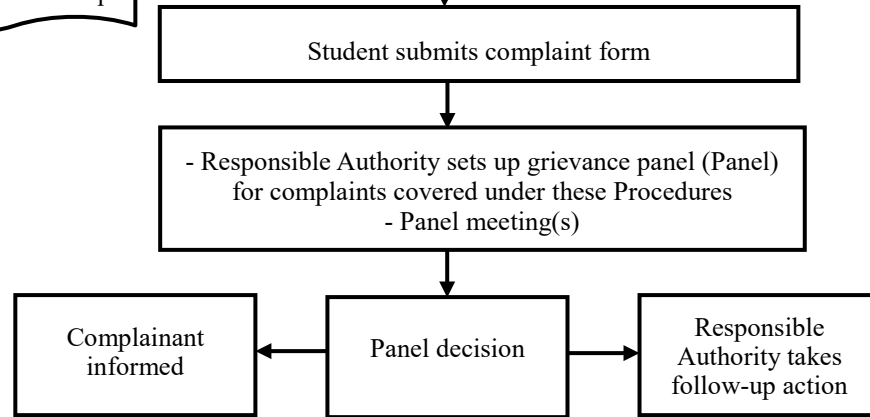
Procedures for Dealing with Student Complaints

Stage of Procedures

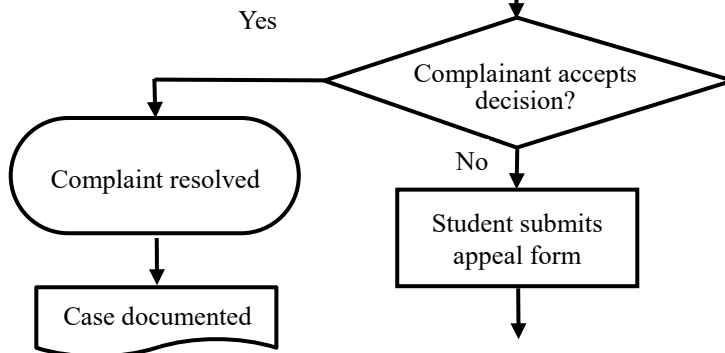
Informal Resolution



**Stage 1
Formal
Complaint**



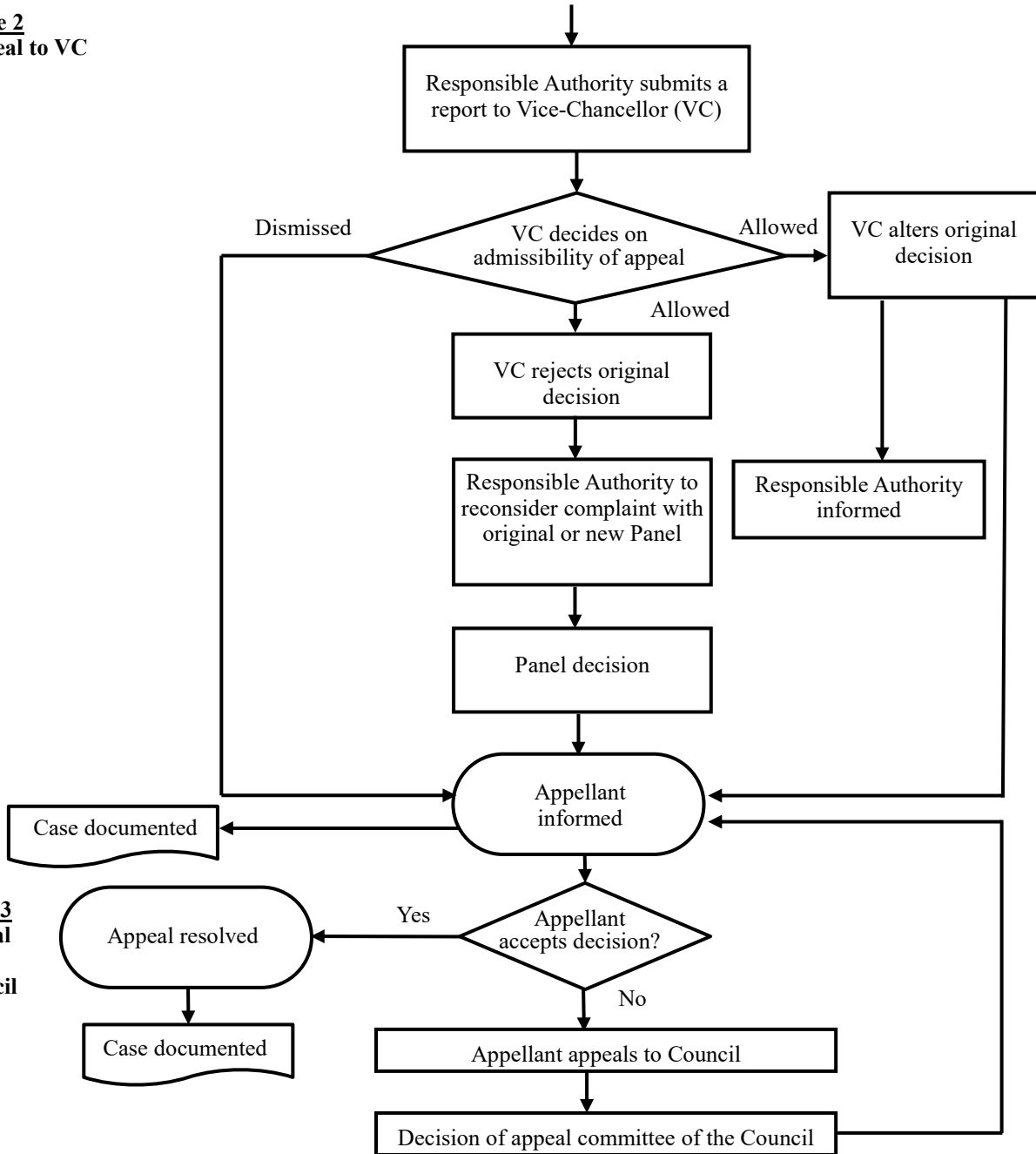
**Stage 2
Appeal to
VC**



to be continued...

...continued

Stage 2
Appeal to VC



Stage 3
Appeal to Council

Notes:

- There shall be no further appeals beyond the Council under these Procedures.
- The flowchart is only a summarized description of the Procedures. Please refer to the full text of the Procedures for details.