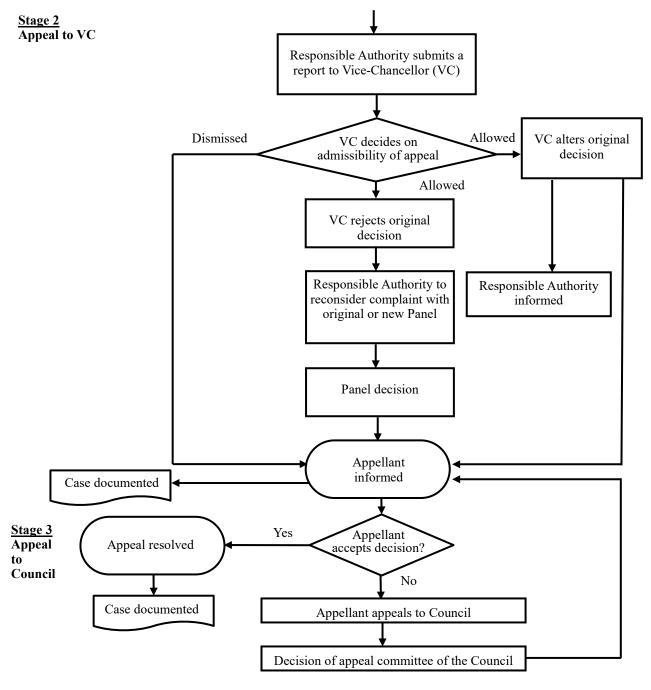
## **Procedures for Dealing with Student Complaints**

## Stage of Procedures Student discusses with **Informal Resolution** individual concerned Yes Informal resolution Complaint achieved resolved? Informal resolution cannot be reached/formal complaint is No lodged at the outset Written record kept Stage 1 Formal Student submits complaint form Complaint - Responsible Authority sets up grievance panel (Panel) for complaints covered under these Procedures - Panel meeting(s) Responsible Complainant Panel decision Authority takes informed follow-up action Yes Complainant accepts decision? Complaint resolved Stage 2 Student submits Appeal to appeal form VC Case documented

to be continued...

## ...continued



## 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.