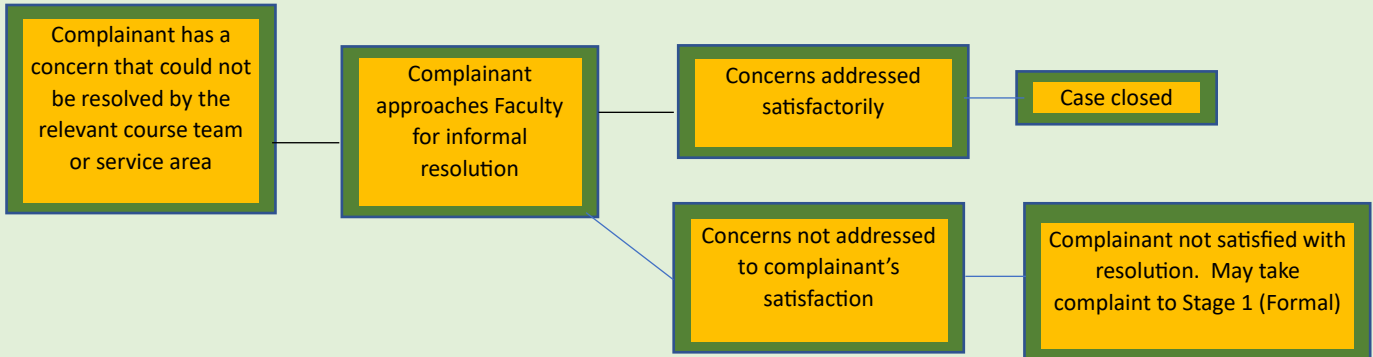


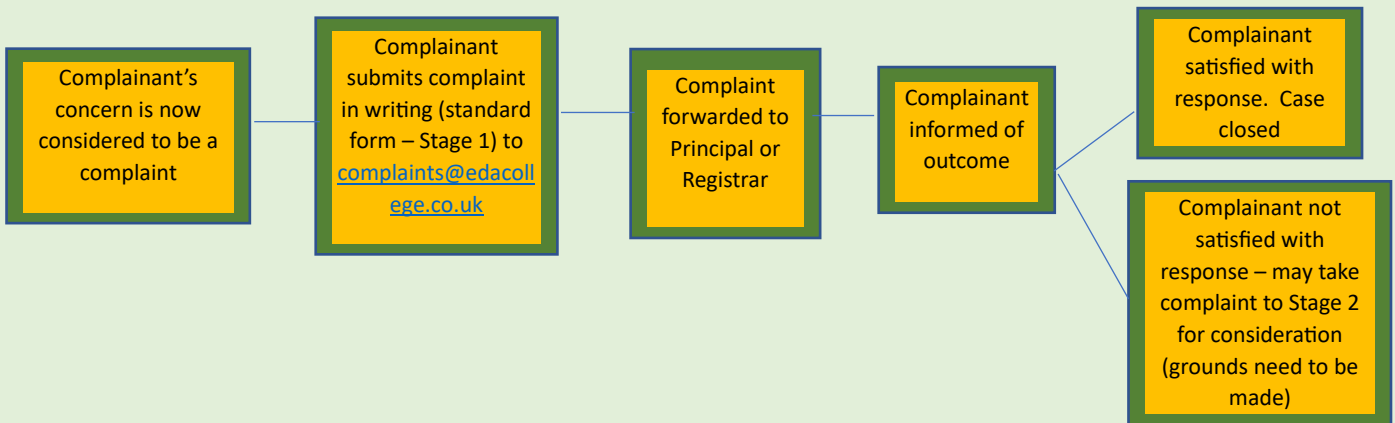


STUDENTS COMPLAINTS PROCEDURES – FLOWCHART

Informal Resolution



Stage 1: Formal Complaint Submission



Stage 2: Review

