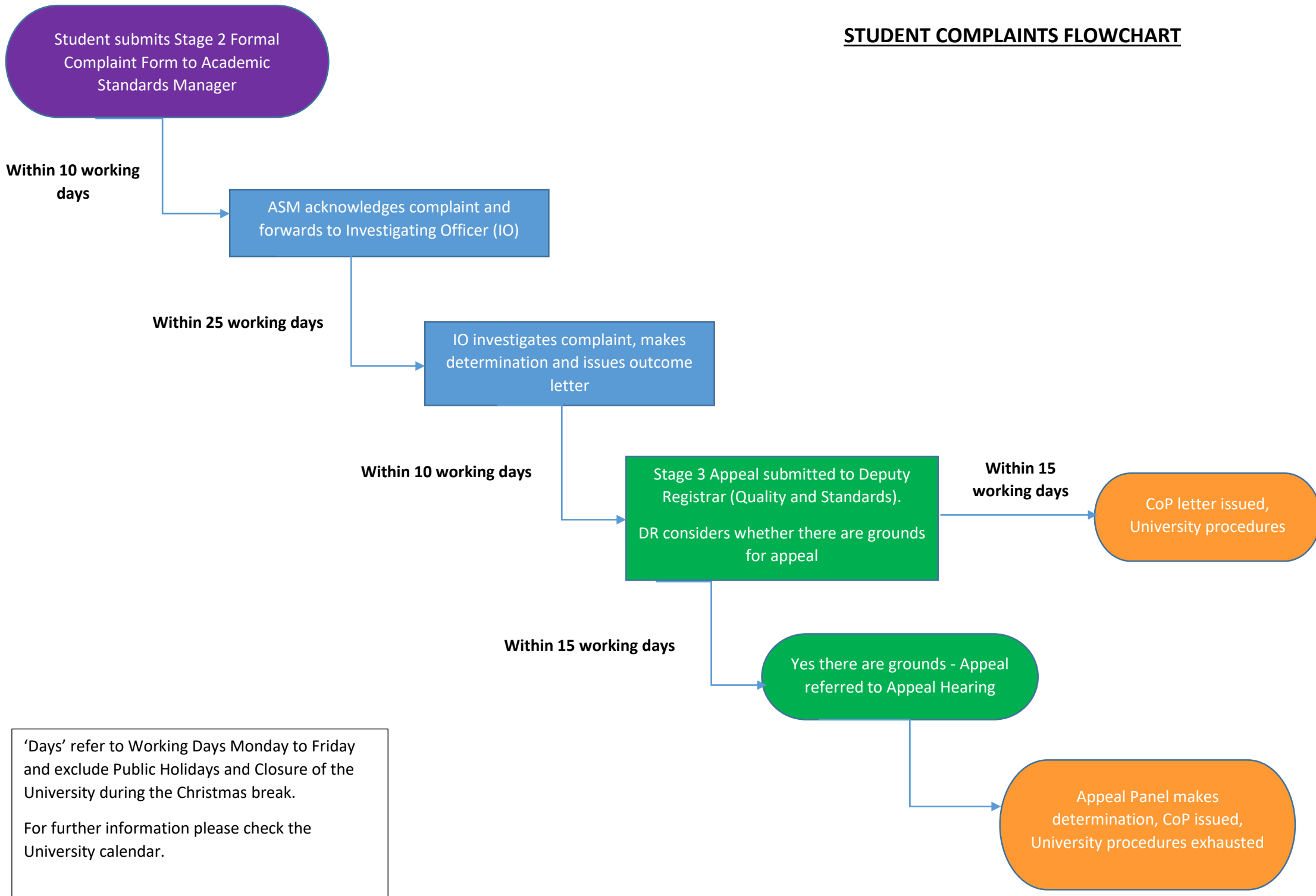


## STUDENT COMPLAINTS FLOWCHART



'Days' refer to Working Days Monday to Friday and exclude Public Holidays and Closure of the University during the Christmas break.

For further information please check the University calendar.