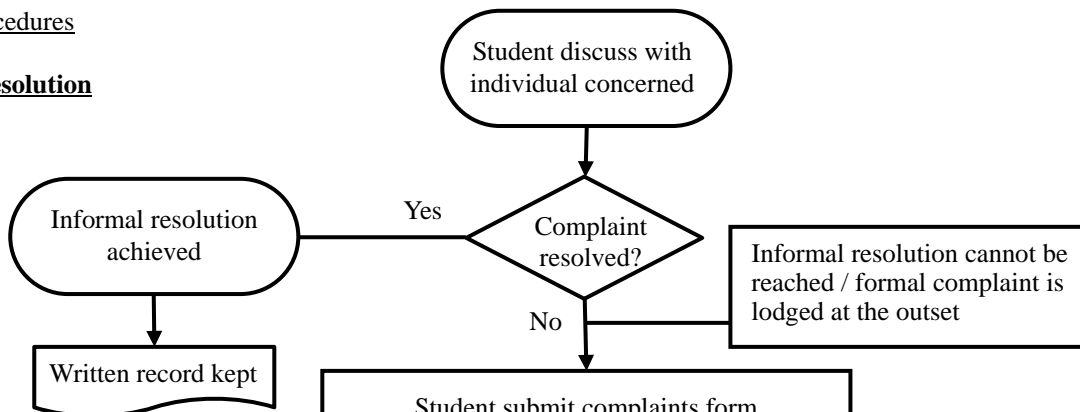


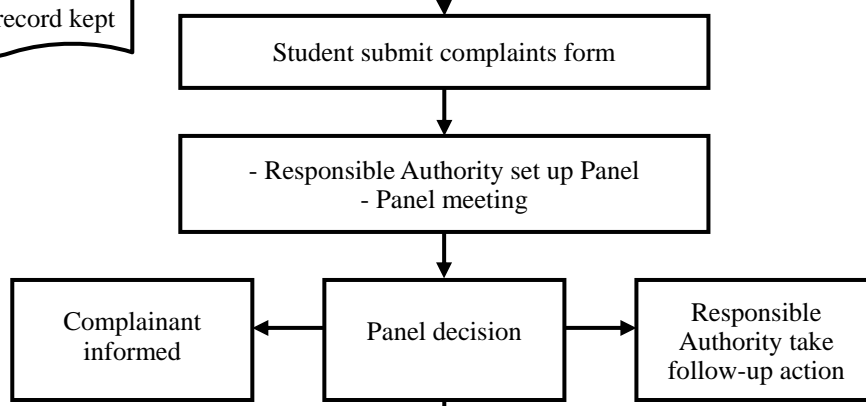
Procedures for dealing with Student Complaints

Stage of Procedures

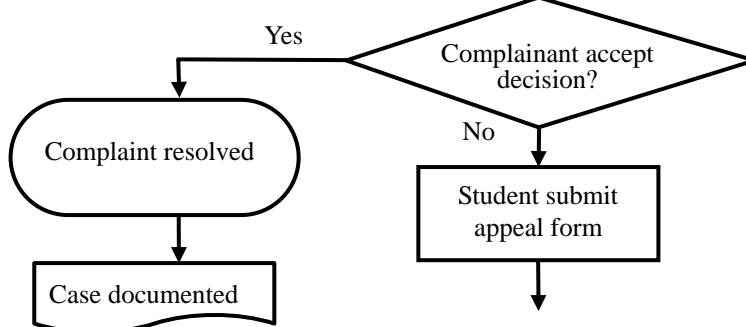
Informal Resolution



**Stage 1
Formal
Complaint**



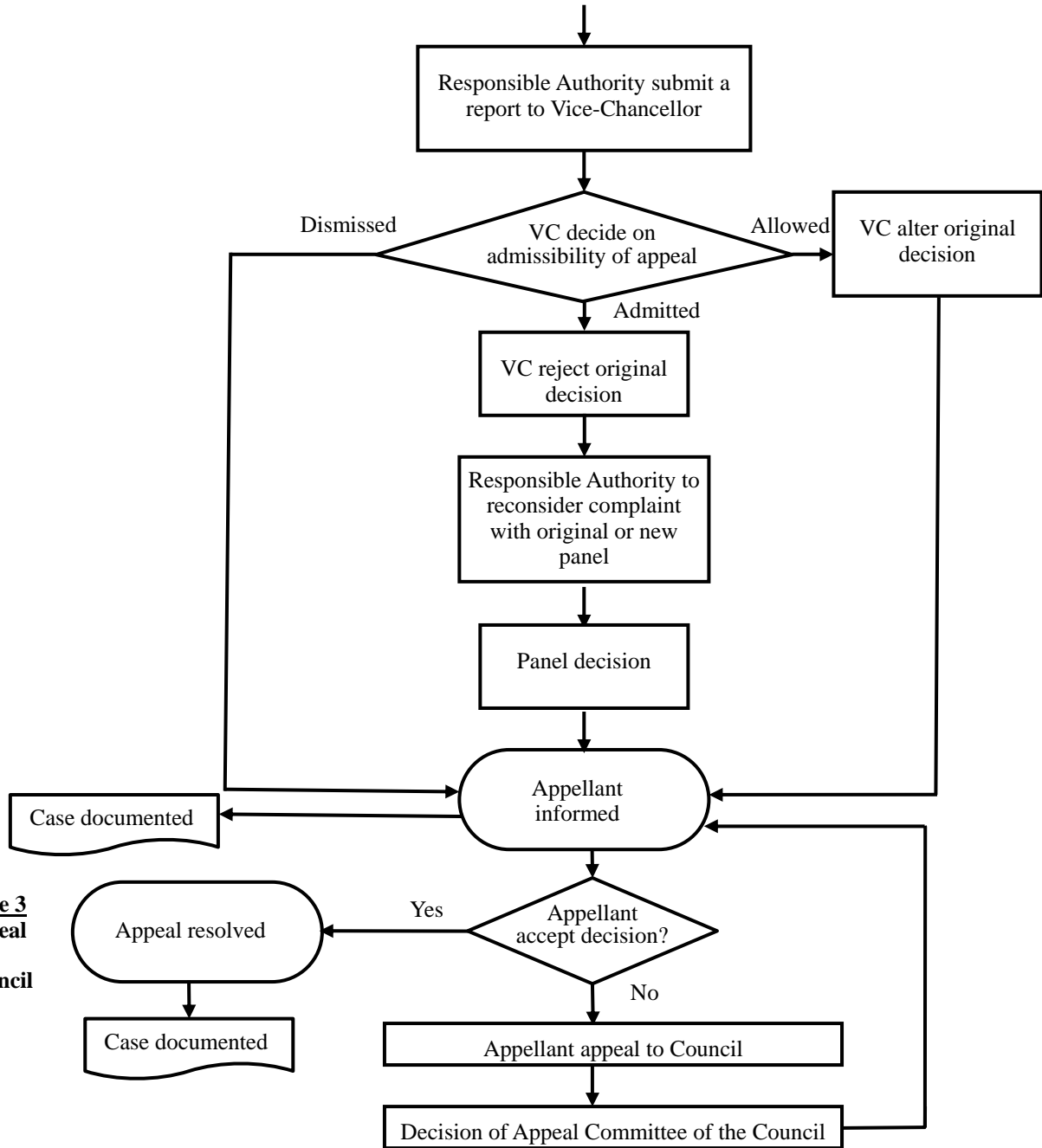
**Stage 2
Appeal to VC**



to be continued...

...continued

Stage 2
Appeal to VC



Stage 3
Appeal to Council

Notes:

- As far as these procedures on student complaint are concerned, there shall be no further appeals beyond the Council.
- The flow chart is only a summarized description of the procedures. Please refer to the full text of the procedures for details.