Process for handling student complaints

1. Student is unhappy about service or action provided by College

2. Student attempts early resolution
   - Early resolution successful: case closed
   - Early resolution unsuccessful: student submits formal complaint

3. ASQ consider if complaint is in time and in required format

   - Complaint gets referred to Head of School or Service for written response
   - Head of Service or School provide written response to ASQ
   - ASQ send response to student
     - Student satisfied: case closed
     - Student not satisfied: Request for review to Academic Registrar

4. Request for review rejected
   - Request for review allowed: independent reviewer appointed
     - Written resolution
     - Referral to mediation
     - Complaint rejected