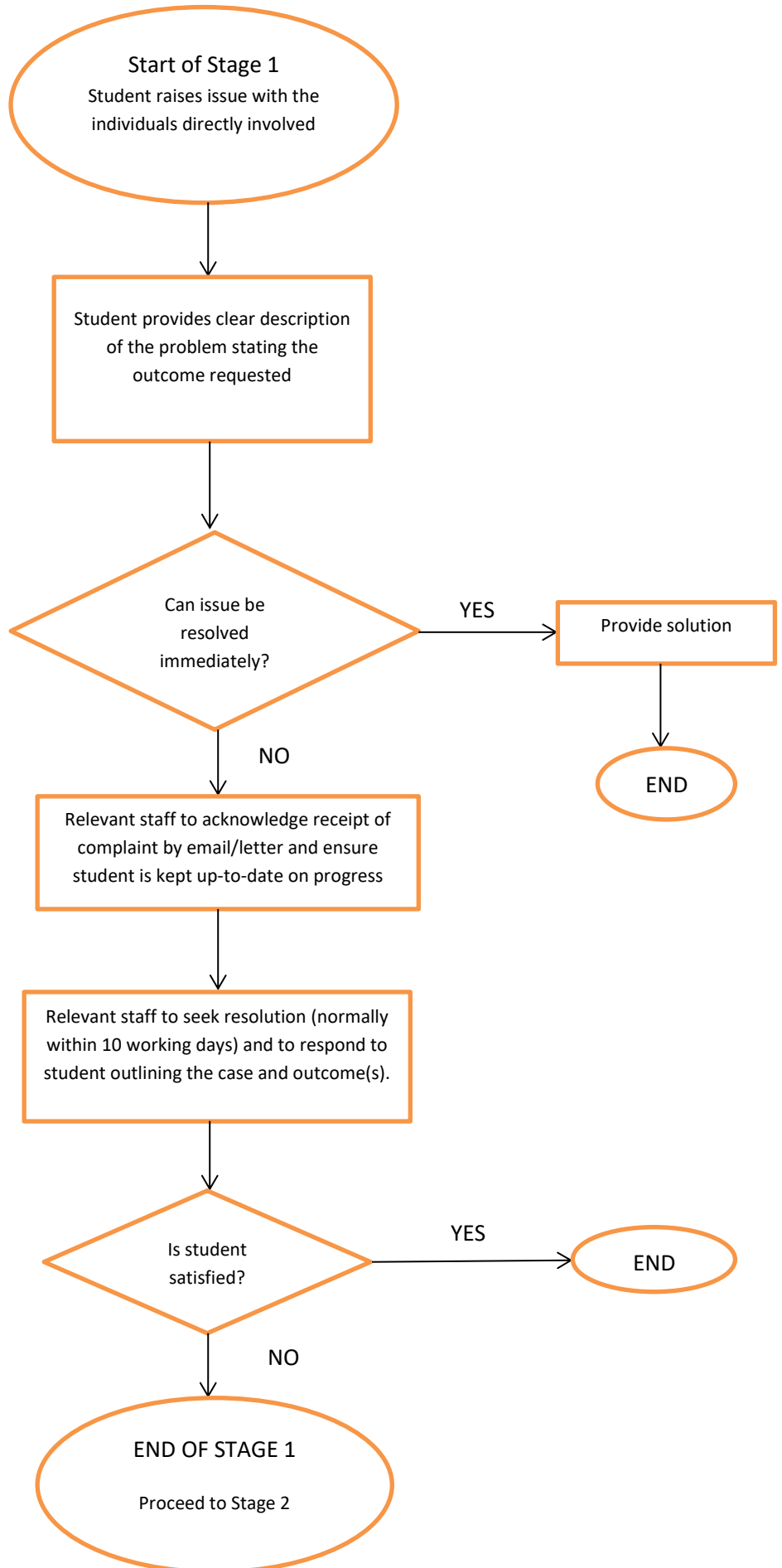


Student Complaints Procedure

STAGE 1 (Early Resolution)



STAGE 2 (Formal Complaints Stage)

