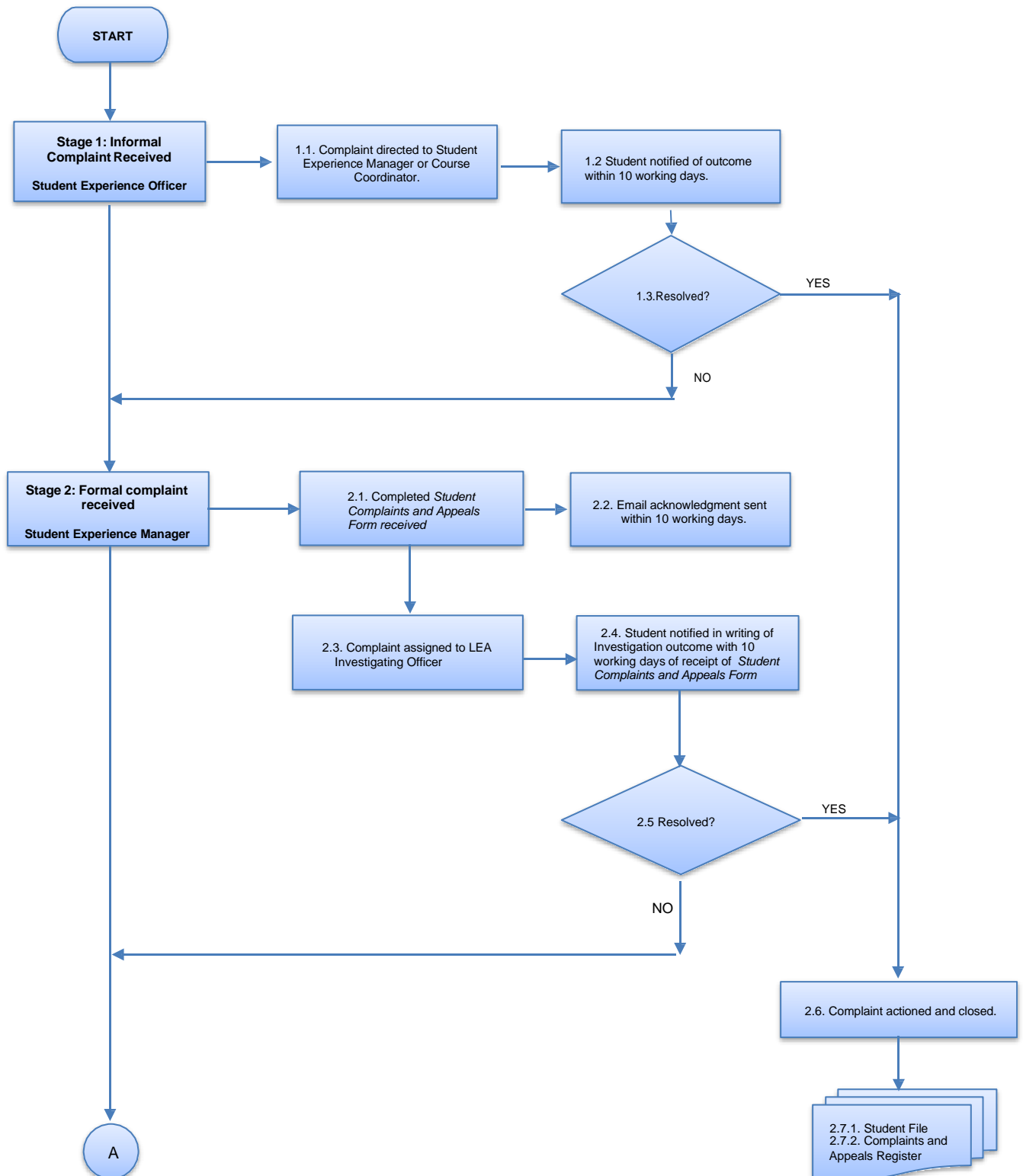
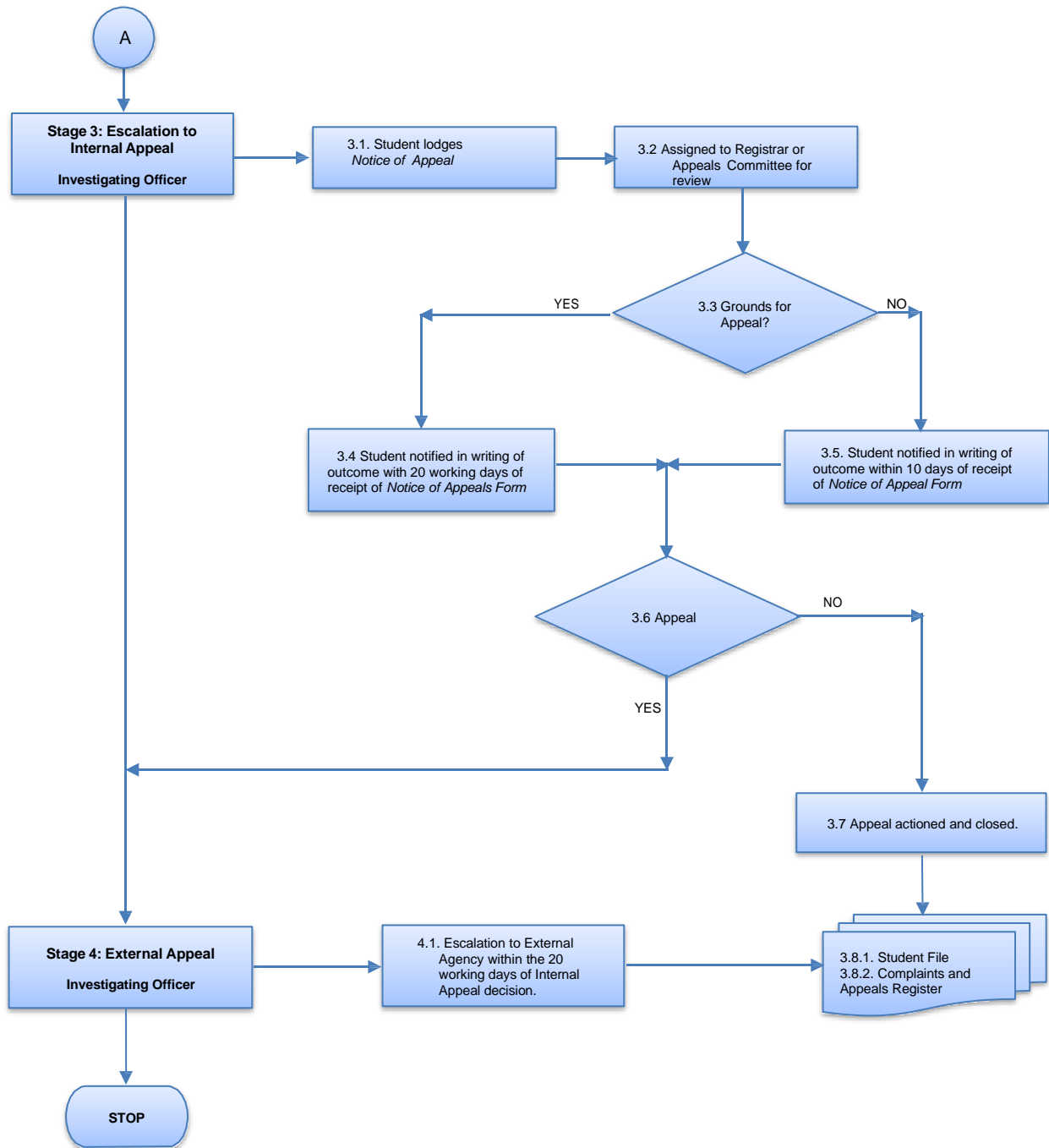


## STUDENT GRIEVANCES, COMPLAINTS AND APPEALS FLOWCHART







Version History			
Version number:	Approved by:	Approval Date:	Revision Notes:
1.0	Registrar	4/01/2020	New flowchart
1.1	Registrar	17/01/2023	Amended to 10 or 20 working day time frames for compliance with ESOS Replaced COO with Registrar
1.2	Registrar	22/02/2023	TEQSA and CRICOS requirements incorporated