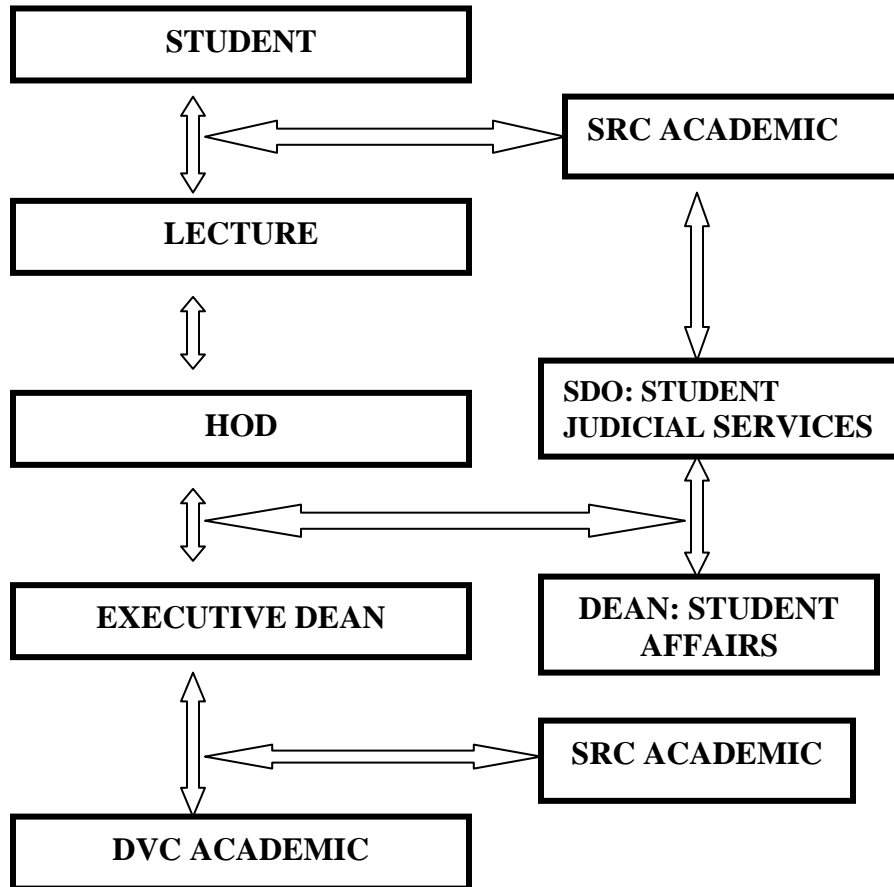
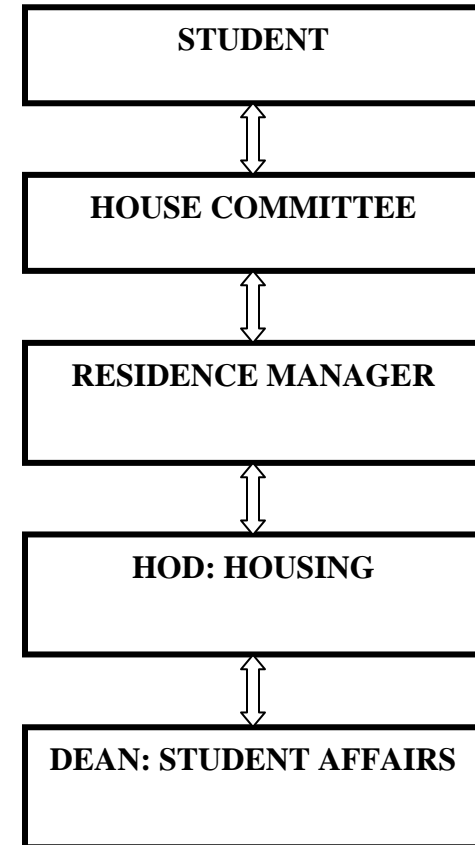


STUDENT COMPLAINT LODGING FLOW CHART

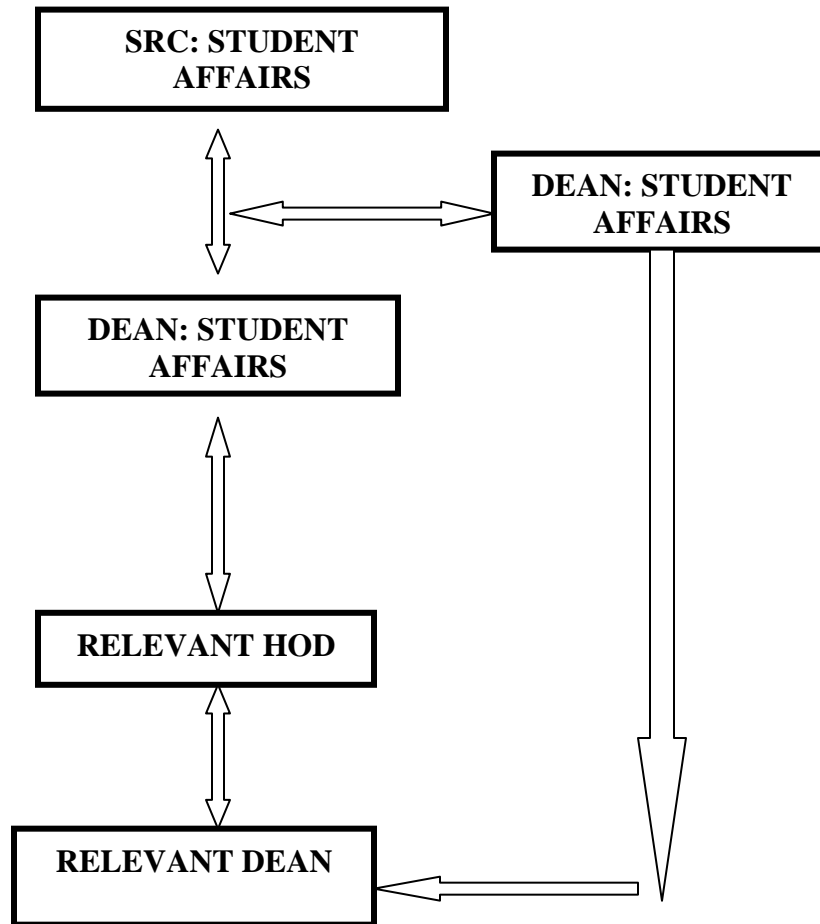
1. ACADEMIC COMPLAINTS



2. RESIDENCE COMPLAINTS



2. DAY STUDENT GENERAL COMPLAINTS



NOTES

1. At different levels, referrals and consultations will be made.
2. Complainants should feel free to contact the next level of authority should s/he not receive.
3. The flow chart is a guideline to be followed when lodging a complaint.