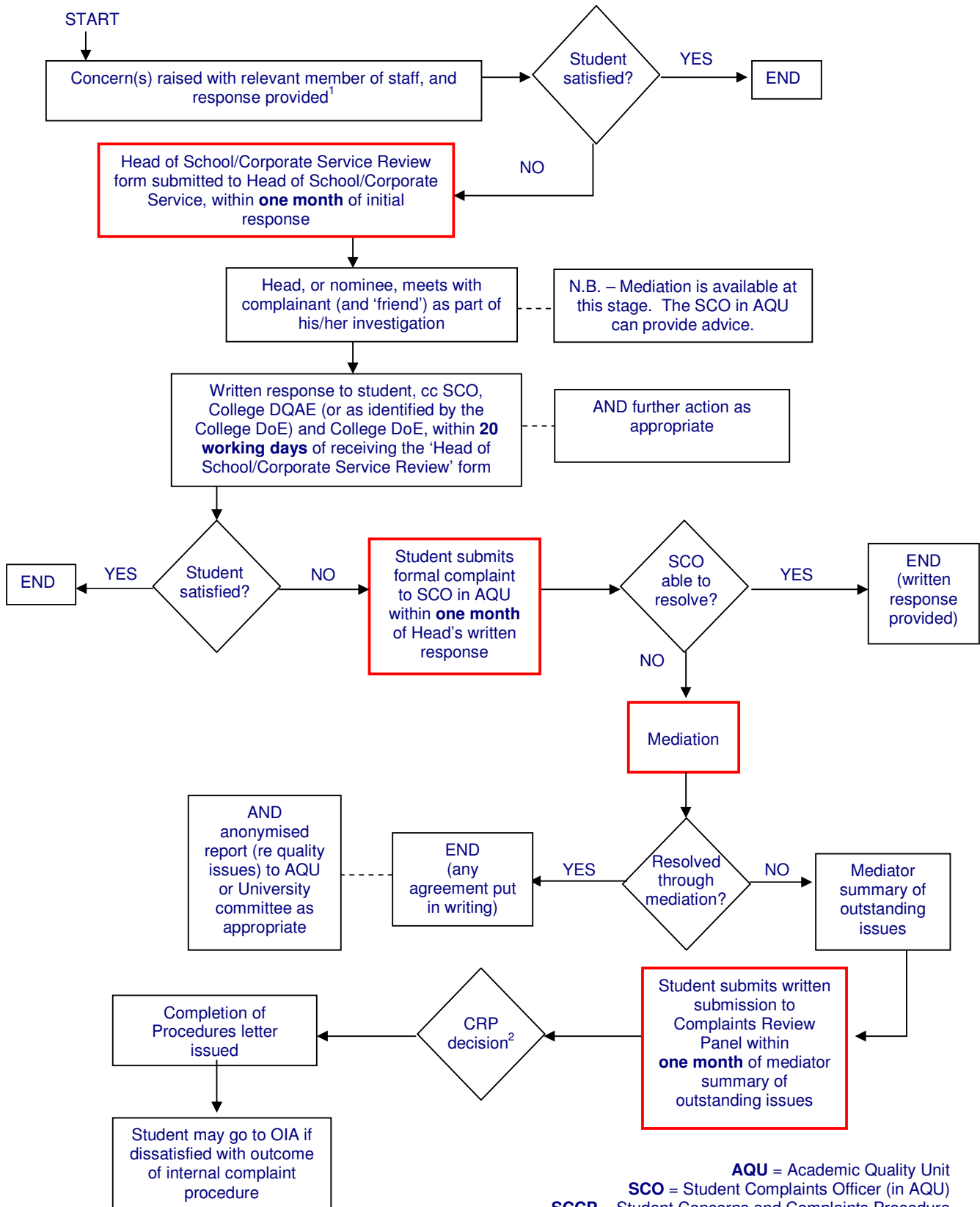


STUDENT CONCERNS AND COMPLAINTS



AQU = Academic Quality Unit
SCO = Student Complaints Officer (in AQU)
SCCP = Student Concerns and Complaints Procedure
OIA = Office of the Independent Adjudicator

¹ Always refer to Appendix 2 of the SCCP to check whether or not the student is eligible to submit a concern/complaint, or ask AQU for advice.

² See section 6.6 of the SCCP for possible CRP decisions.