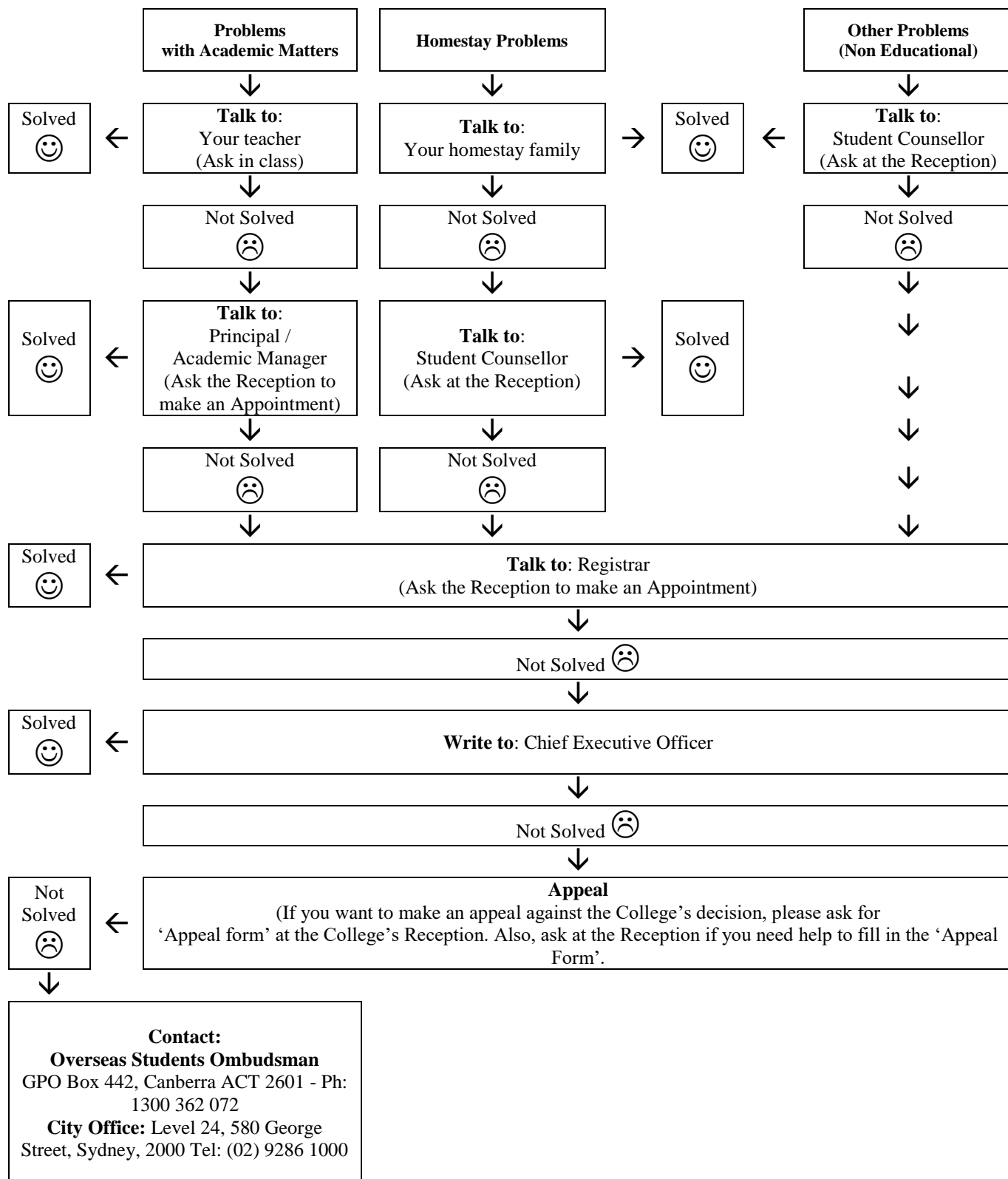


## Procedure for Complaints



***\* EACH PARTY MAY BE ACCOMPANIED AND ASSISTED BY A SUPPORT PERSON AT ANY RELEVANT MEETINGS.***

**NOTE: IF THE STUDENT IS NOT SATISFIED WITH THE RESULT OR CONDUCT OF THE INTERNAL COMPLAINT HANDLING AND APPEALS PROCESS, THE COLLEGE WILL ADVISE THE STUDENT OF HIS OR HER RIGHT TO ACCESS THE OVERSEAS STUDENTS OMBUDSMAN AT NO COST. IF THE COLLEGE REFERS THE STUDENT TO EXTERNAL SUPPORT SERVICES SUCH AS REGISTERED COUNSELLORS (SEE ATTACHED LIST OF OUTSIDE PROFESSIONAL COUNSELLORS), THE COLLEGE DOES NOT CHARGE FOR THE REFERRAL. EACH COMPLAINT AND APPEAL AND ITS OUTCOME ARE RECORDED IN WRITING. THE WRITTEN STATEMENT OF APPEAL OUTCOMES, INCLUDING REASON FOR THE DECISION, IS GIVEN TO THE STUDENT.**