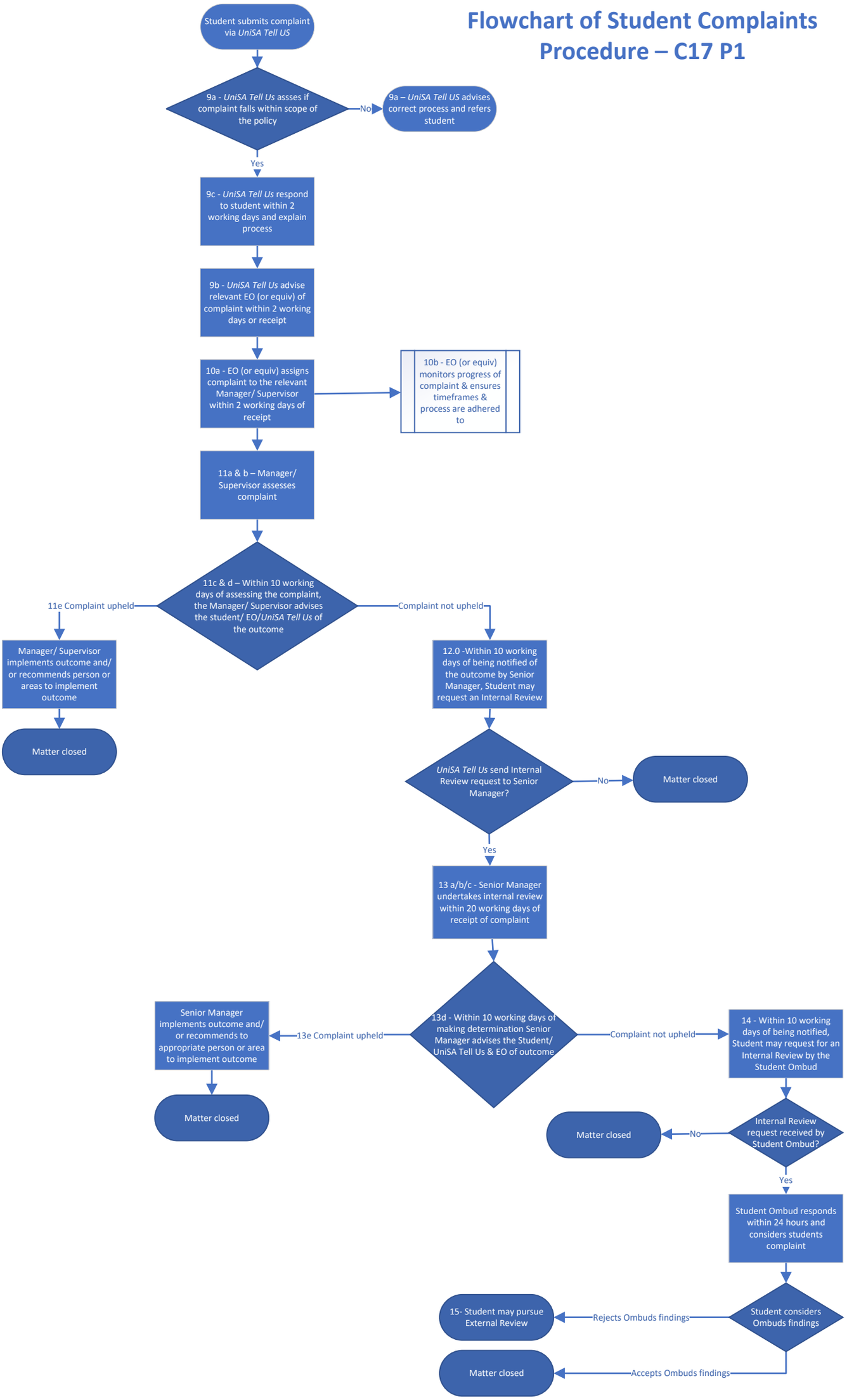Flowchart of Student Complaints Procedure – C17 P1