

Process, including activities	Student/Complainant	Local Unit/College	Disciplinary Officer/Dean of Students	Secretary to the Complaints Board	Student Complaints Board	Secretary to the Complaints Appeal Board	Student Complaints Appeal Board
Student wishes to make complaint							
Local resolution sought	A/R						
Formal Complaint							
If not resolved locally, formal complaint submitted	A/R						
Initial assessment by Disciplinary Officer			A/R				
Dismissal or referral of complaint under another policy/procedure			A/R				
Referral of complaint to Complaints Board			A/R				
Response to complaint sought if necessary, all necessary documentation available for Complaints Board		R		A			
Complaint considered by Complaints Board				R	A		
Outcome of complaint communicated to Student and relevant parties in writing				A/R			
Appeal							
Student may appeal outcome within 2 weeks of notification, stating grounds for appeal	A/R						
Assessment by Appeal Board							A/R
Appeal considered by Appeals Board						R	A
Outcome of appeal communicated to Student and relevant parties in writing						A/R	