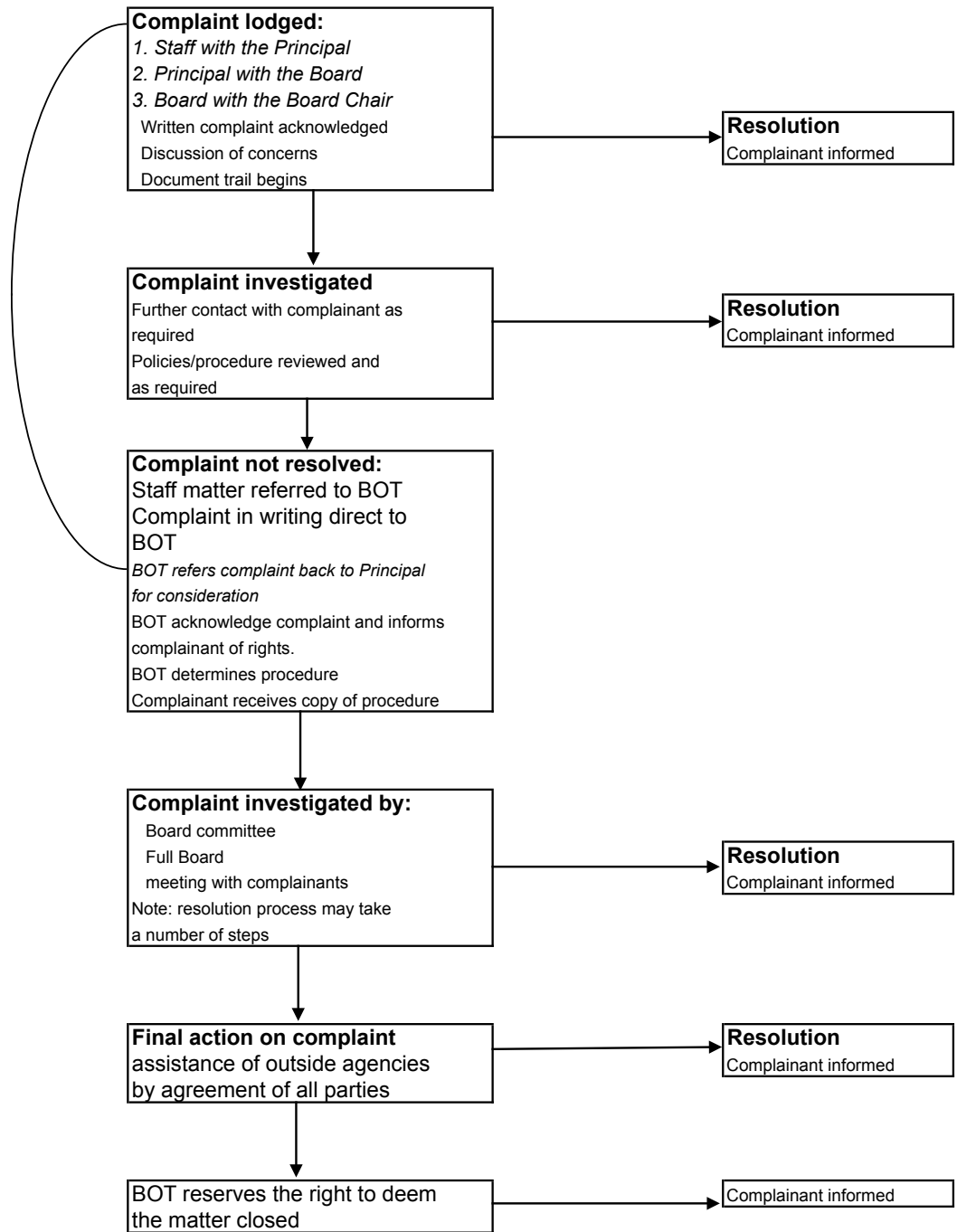


Student/Parents/Caregivers Complaints Flow Diagram



Timeline Notes:

1. All written complaints to be acknowledged immediately
2. Investigation should be conducted in timely manner - matter should be actioned with 14 days
3. Process and timelines should be clearly spelled out to complainant