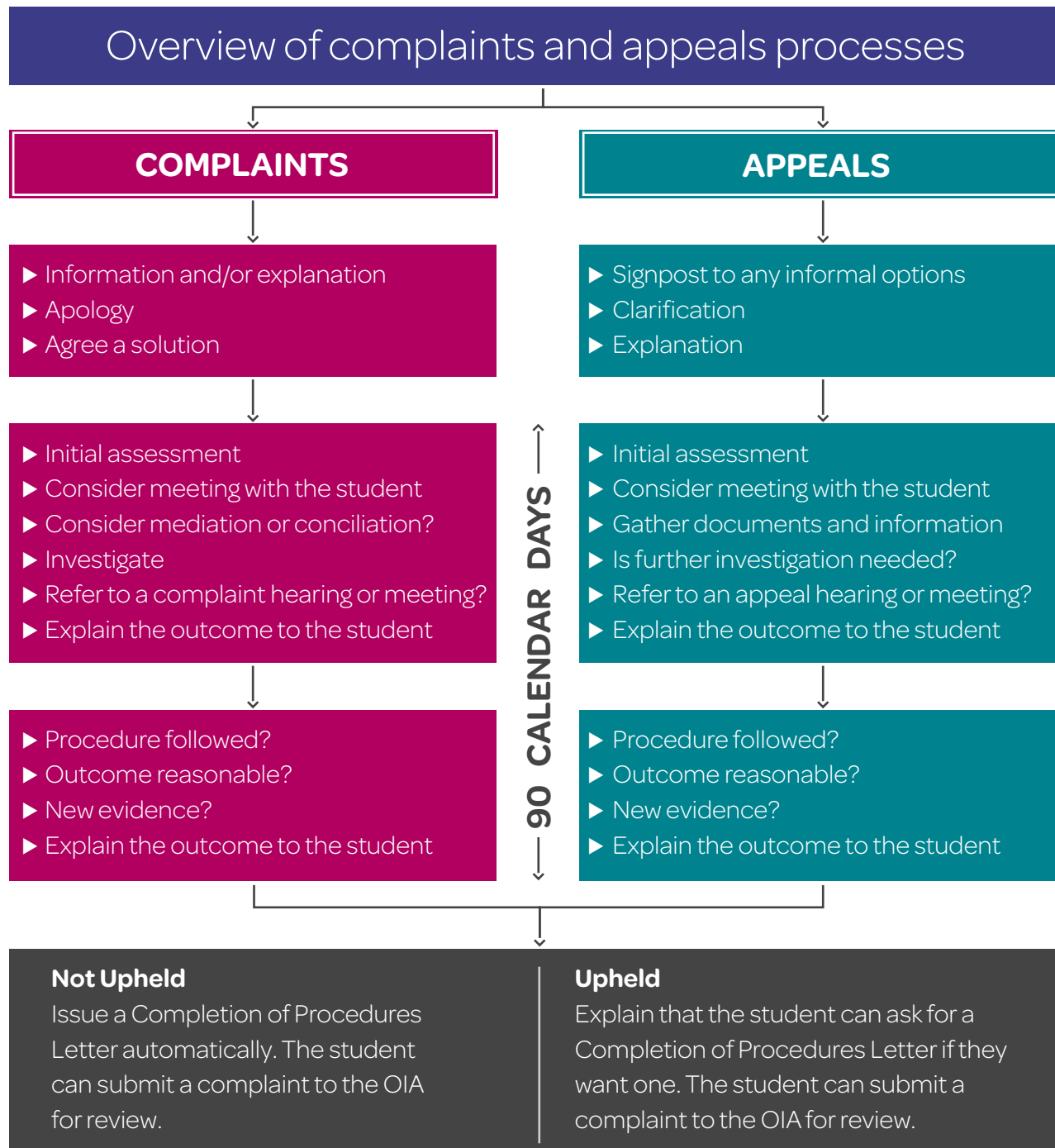


**Annex 3:** Overview of complaints and appeals processes



What support does this student need?

Is this the right process?

Has the student reached the end of the process?