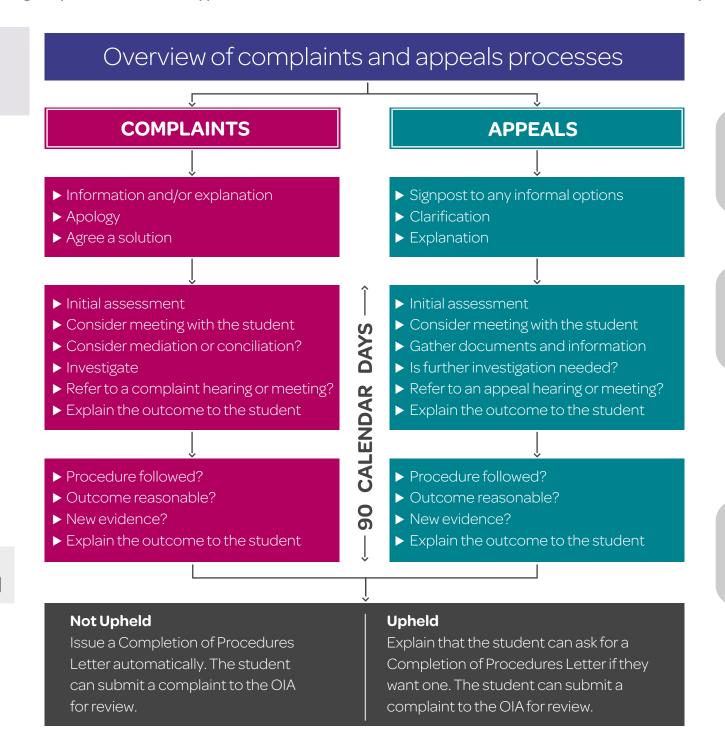
Annex 3: Overview of complaints and appeals processes

Early resolution swift, local and informal

Formal stage

Review stage

Closing the complaint/appeal



What support does this student need?

Is this the right process?

Has the student reached the end of the process?