

## **Complaints Handling Flowchart**

## Do You Have a Complaint?

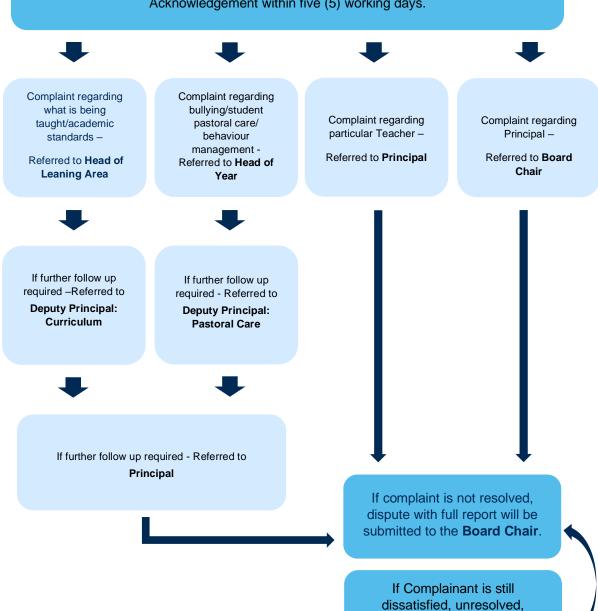
A complaint will be treated as an expression of genuine dissatisfaction that needs a response. All complaints are confidential.



## **Contact College**

(By phone, email, in person or online complaints form.)
Be as clear as possible about what is troubling you and the nature of your complaint.

Acknowledgement within five (5) working days.



Reviewed: 23/11/2022 Complaints Handling Flowchart

dispute will be referred for **external resolution**.