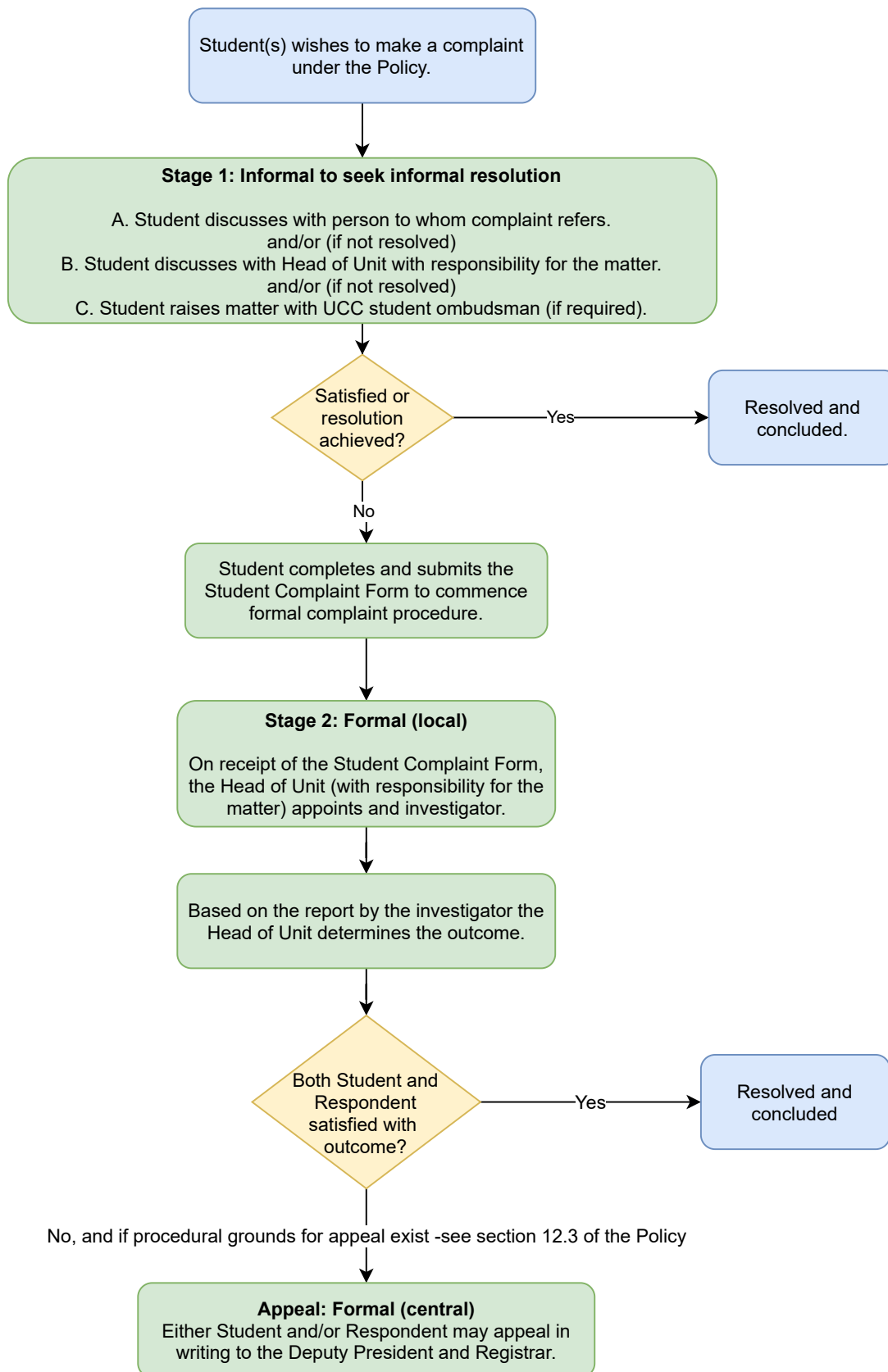


Appendix 4: Summary of UCC student complaint process

What is covered by the Student Complaints Policy ("the Policy"):

Refer to the Scope of the Policy (section 2) to check what matters are covered by it.



What is **not** covered by the Policy:

This form is **not** to be used for the following complaints: bullying, harassment, exam or assessment related issues, student-student complaints, criminal matters, matters concerning fitness to study or fitness to practise as these fall under other policies. See further exclusions as outlined in section 2 of the Policy.