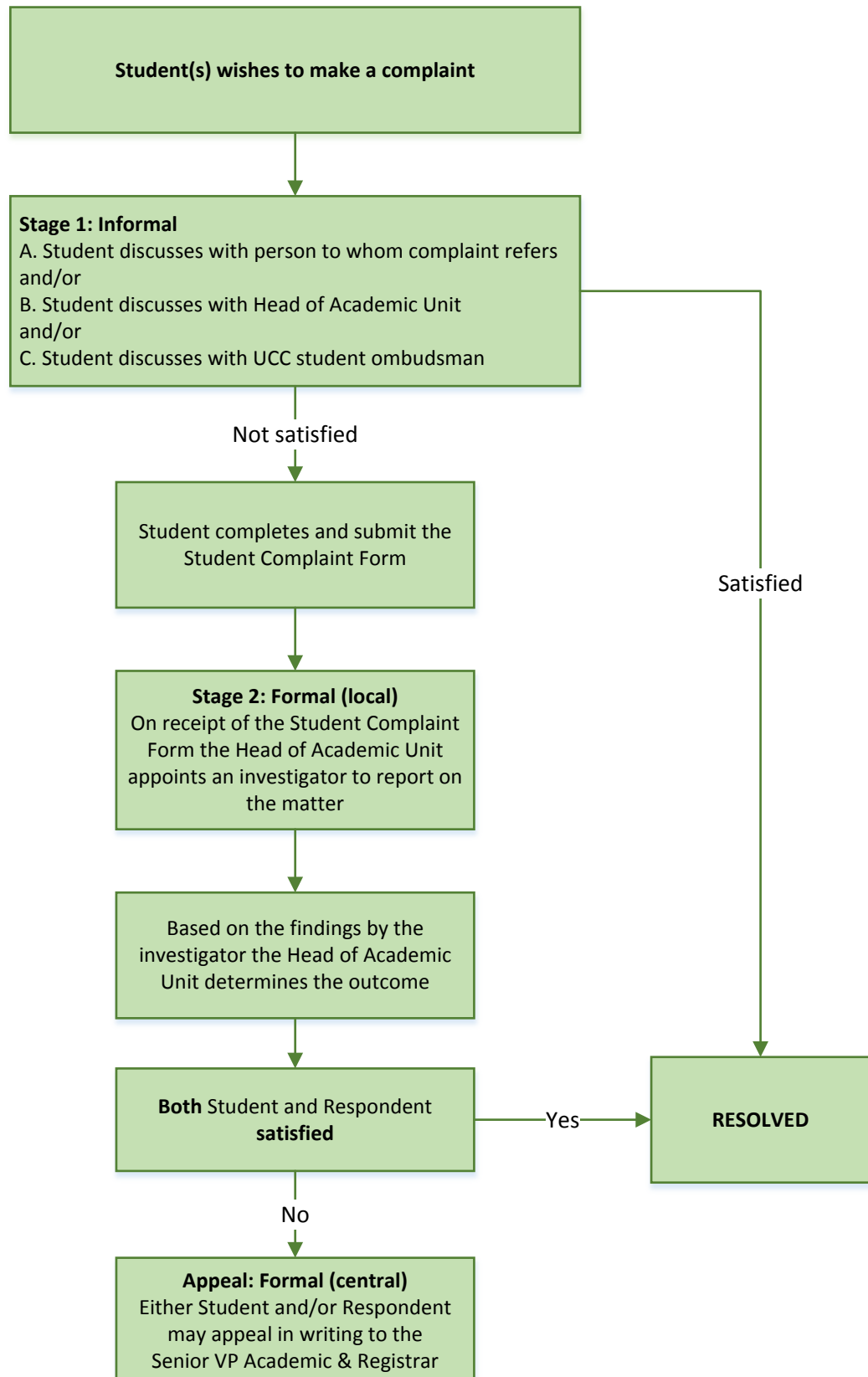


Appendix 4: Summary of UCC student complaints process

What is covered by the Student Complaints Policy

Service provision, treatment by a staff member, information provision, teaching.



What is not covered by this policy

Bullying, harassment, exam- or assessment-related issues, student-student complaints, criminal matters, matters concerning student health or counselling, fitness to study or fitness to practise.