

STUDENT COMPLAINTS FLOWCHART

This flowchart is designed to detail the main stages of the complaints process. It is not designed to provide a complete set of information on the way in which complaints are managed at City.

Please use this flowchart alongside the [Complaints Regulations](#), the [Complaints Policy](#) and any information provided in your Programme Handbook.

Support for students wishing to make a complaint is available from the [Union Support Service](#). Further information can also be found at <http://www.city.ac.uk/about/education/academic-services/student-appeals-and-complaints/complaints>.

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