



Higher Education and Higher Level 4/5 Student Complaint –

The HE Act
is CPa

is HECP

el etas

The HE Act
is CPa

1. WHEP
2. An HEBS
3. HE
4. E
5. A
6. A
7. U
8. B
9. CIS
10. C
11. A
12. P & N
13. C

PE

PE

D MG 2 (ch)

Grounds for making a complaint

5.6 The Director
may refer the
complaint to

the

Section 6 Resolving a Complaint

6.1 Consider the

6.2 Determine

6.3 After reviewing the

of the (), decide

6.4 If the HE
is not satisfied with the
decision of the HE
or if the HE is
unable to resolve the
complaint, the

of an informal resolution

HE
e

6.5 If the HE
is not satisfied with the
decision of the HE
or if the HE is
unable to resolve the
complaint, the

inform

Student Complaints Procedure