



**Higher Education and Higher Level 4/5 Student Complaint –**

The HE Act  
is CPa

is HECP

el etas

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is CPa

1. WHEP
2. An HEBS (HECP)
3. HE CP
4. ECP
5. AP
6. AP
7. UP (HECP)
8. BCP
9. CISs
10. CP
11. AP
12. P&N CP
13. CPAN

PE

PE

et

D MG (CP)

## **Grounds for making a complaint**



5.6 The Director  
may refer the  
complaint to

the Tribunal

## Section 6 Resolving a Complaint

6.1 Consider the  
complaint

6.2 Determine if the  
complaint is

6.3 After reviewing the  
complaint

Director may, decide to

6.4 If the  
complaint is not  
substantiated  
the Director  
may, if appropriate,

offer informal resolution to

HE  
e

6.5 If the  
complaint is

inform the



## **Student Complaints Procedure**