

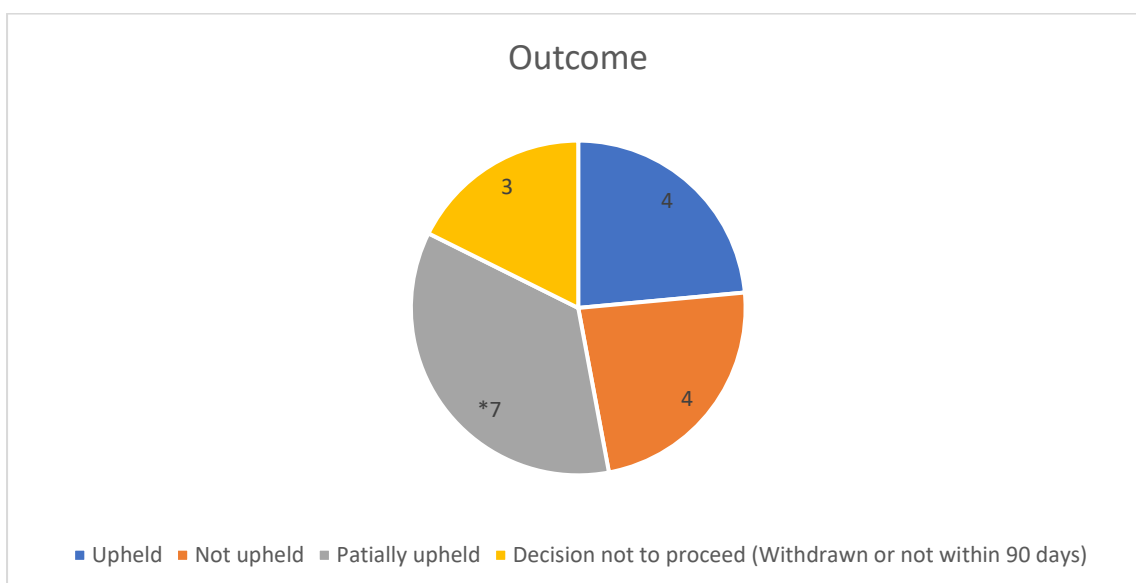
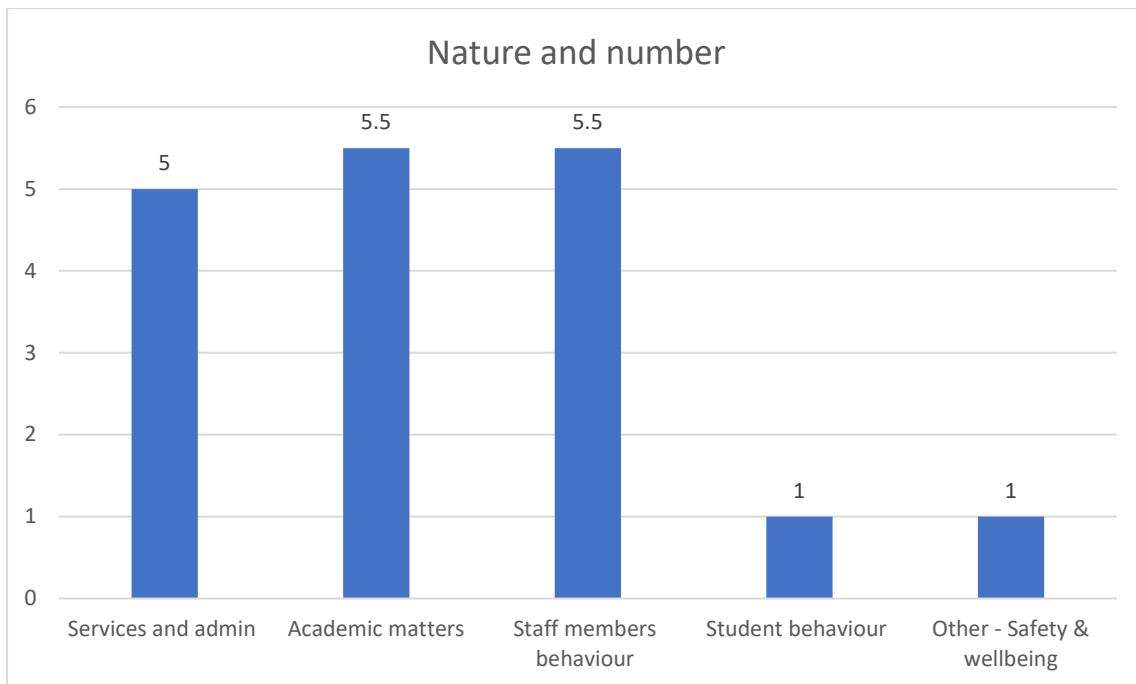


2022 Formal Complaints Summary

2022 Nature, Number and Outcome of formal complaints

The information in this part of the report is sourced from the Student Complaints register. 18 formal complaints received, and all are closed*. As at the end of December 2022, there has been 33% decrease in formal complaints YoY.

Information on nature, number, and outcome of formal student complaints as below:



*One pending complaint was closed in 2024 and this report subsequently amended to reflect closure and outcome.