

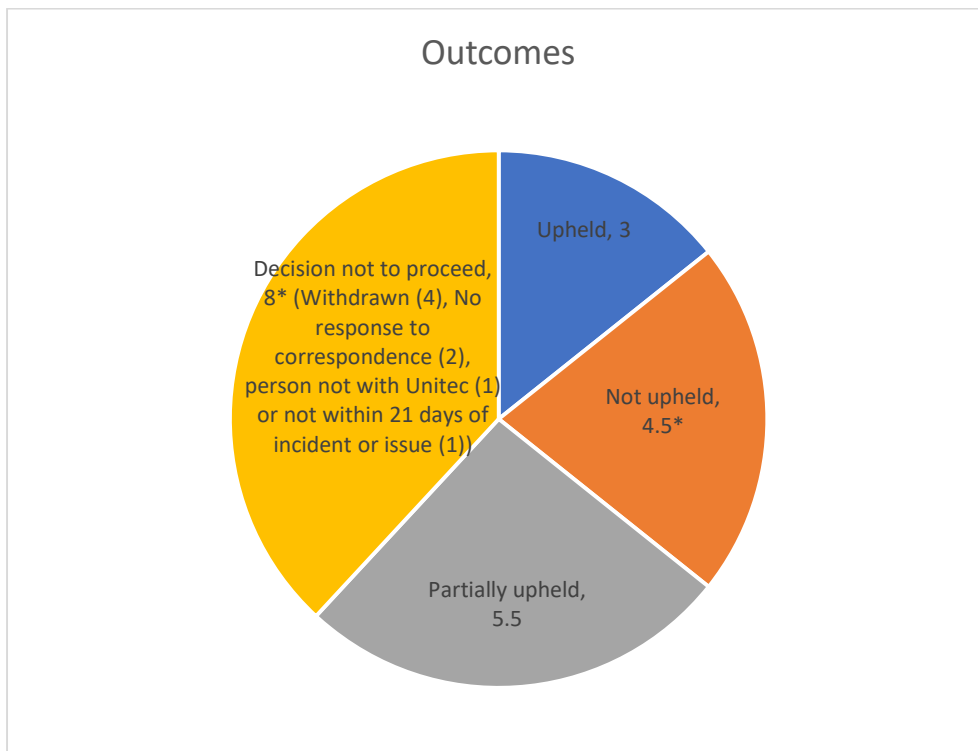
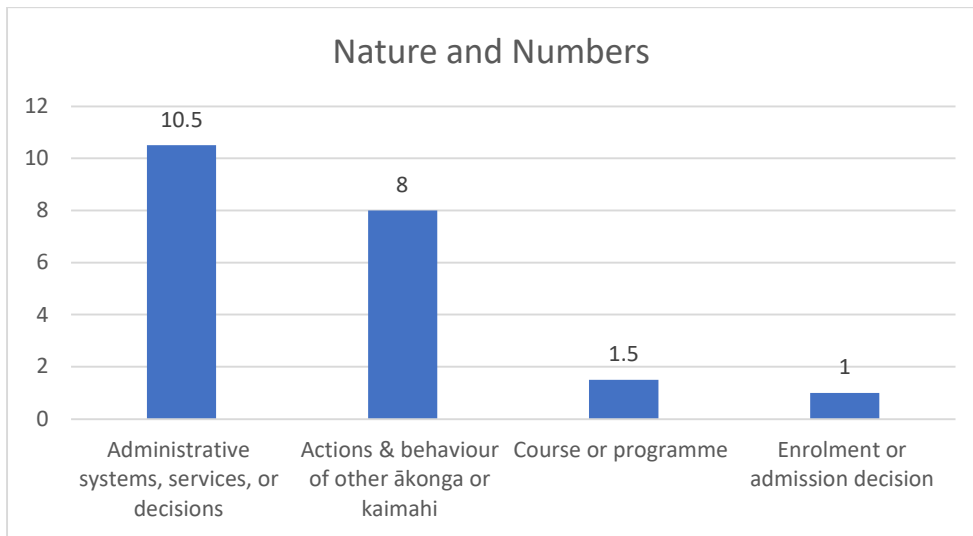


## 2023 Formal Complaints Summary

### 2023 Nature, Number and Outcome of formal complaints

The information in this part of the report is sourced from the Formal Complaints Register. 21 formal complaints received in 2023 out of which 1 was a group complaint of 3 students, and all are closed in the register\*. As at the end of December 2023, there has been 17% increase in formal complaints YoY.

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



\*5 pending complaints were closed in the register in 2024, 2025 and this report subsequently amended to reflect closure and outcome.