

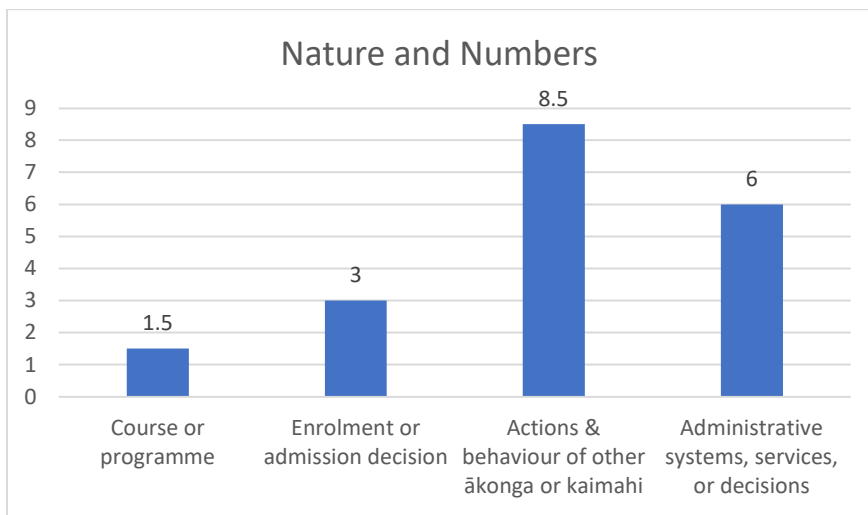


## 2024 Formal Complaints Summary

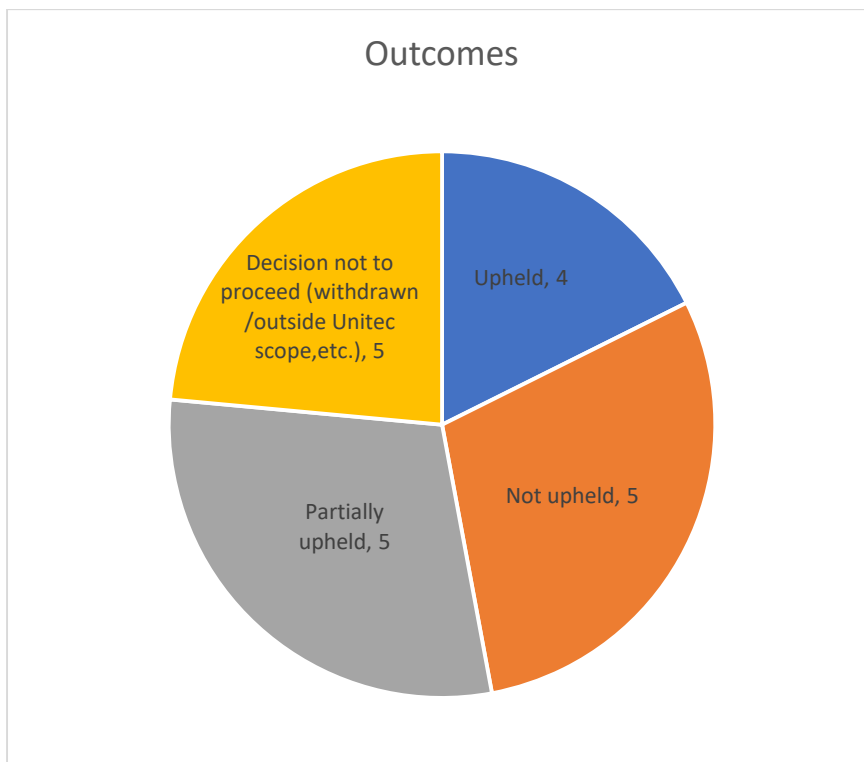
### 2024 Nature, Number and Outcomes of formal complaints

The information in this part of the report is sourced from the Formal Complaints Register. 19 formal complaints received in 2024 out of which couple of them were group complaints and all complaints are closed in the register\*. As at the end of December 2024, there has been 10% decrease in formal complaints YoY.

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



Please note: The above graph also includes formal complaints that did not proceed.



\* Open complaints from 2022 and 2023 were closed in the register and respective reports on the website amended in 2025 to reflect closure and outcomes.