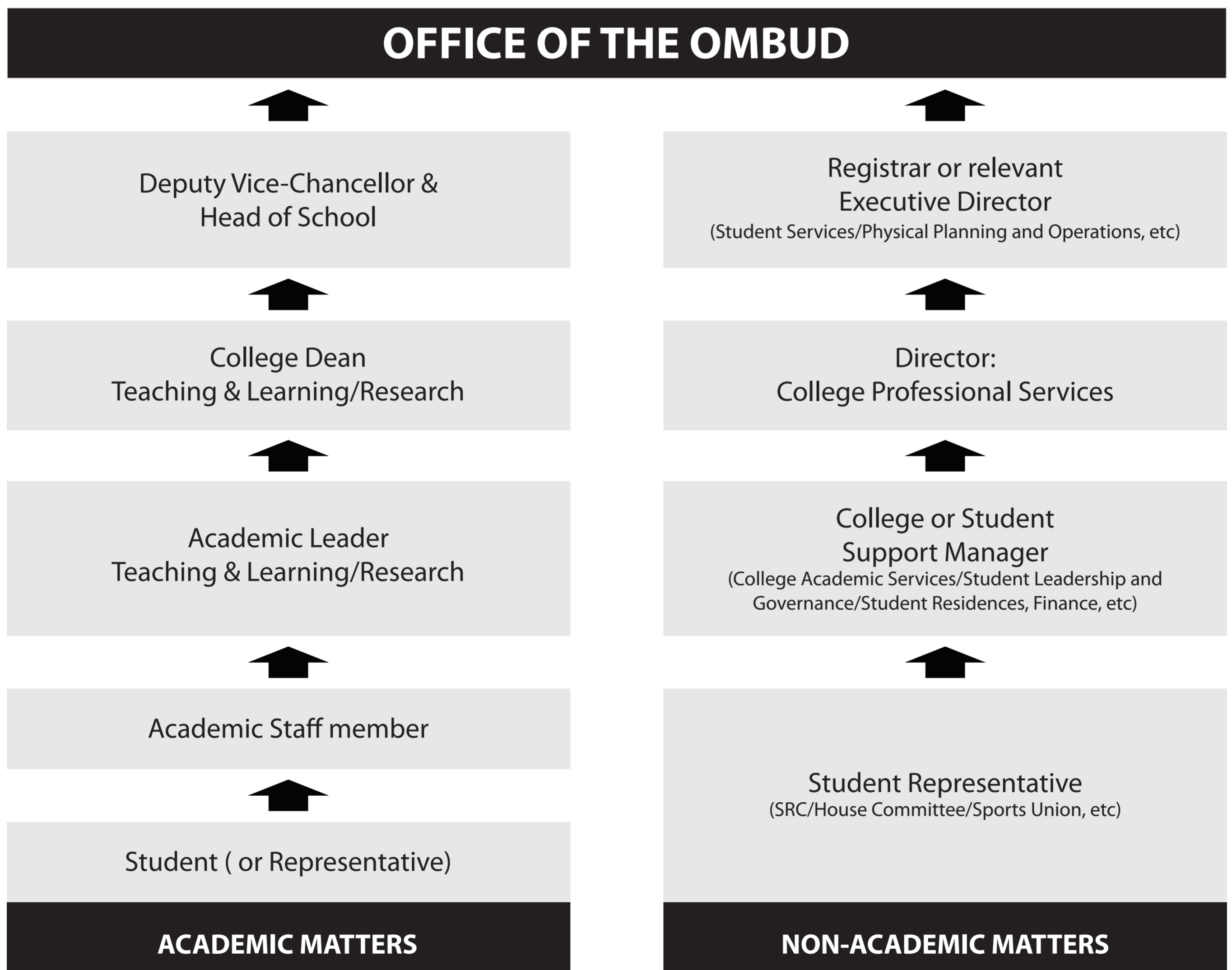


COMMUNICATION PROTOCOL FOR ADDRESSING STUDENT GRIEVANCES

The following communication channels should be followed in addressing grievances, concerns or complaints (hereafter referred to as grievances) by students:



Academic matters include matters relating to lectures and lecturers, assessment, marks, plagiarism and cheating.

Non-academic matters include all other matter such as registration, financial queries such as fees and funding, residence matters ... etc.