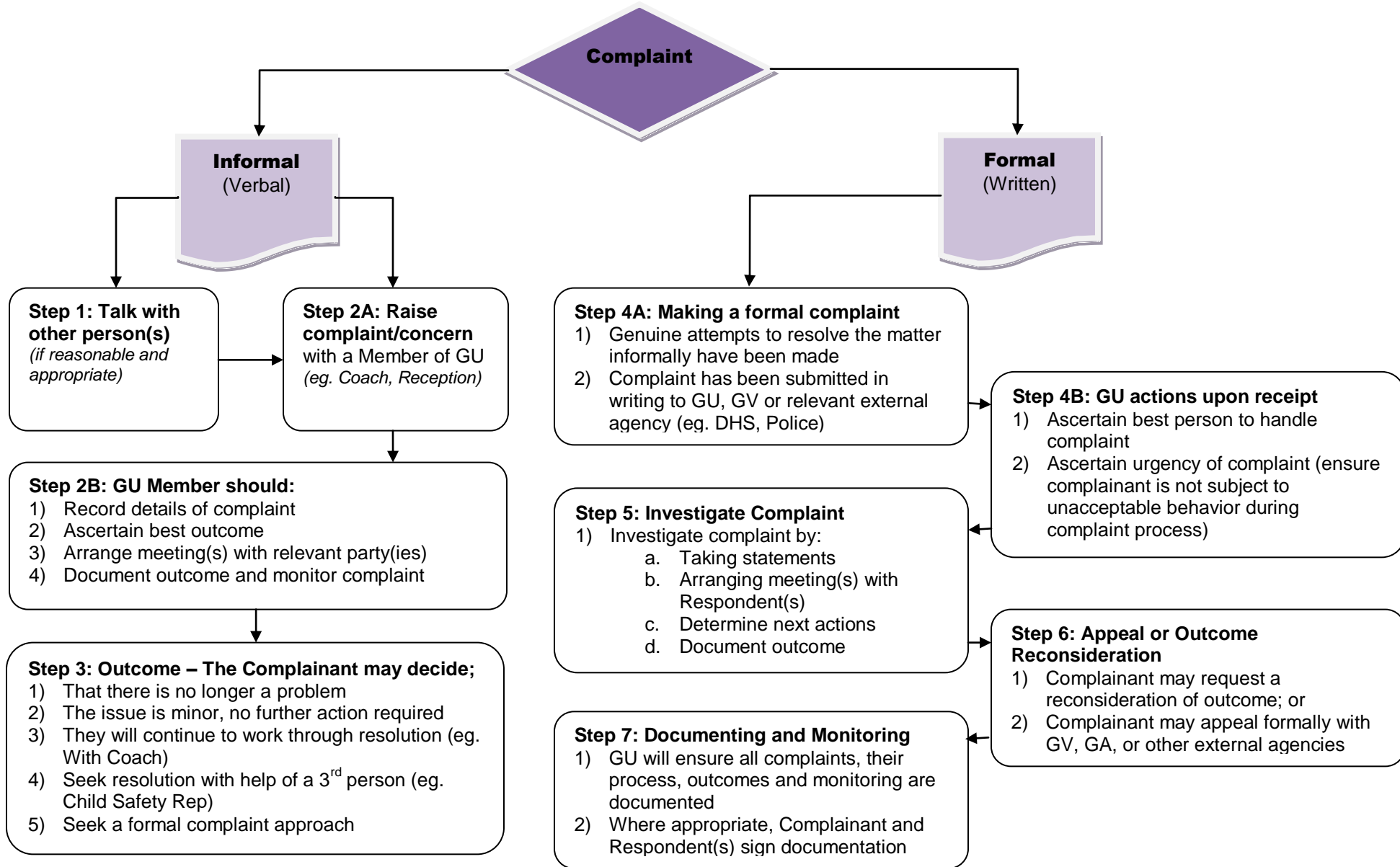




Complaints Process Flowchart



Important: All complaints to be kept confidential and not disclosed to another person without the Complainant's consent except if law requires disclosure or if disclosure is necessary to effectively deal with the Complaint. If the complainant wishes to remain anonymous, GU will only be able to assist the Complainant to resolve their complaint to the extent possible. GU does not encourage anonymity unless there is a compelling reason to do so, like a genuine fear of safety, or safety of others. GU is required to provide the person/people who are subject of the Complaint (Respondent(s)) with full details of the Complaint so they have a fair chance to respond (ensuring natural justice).