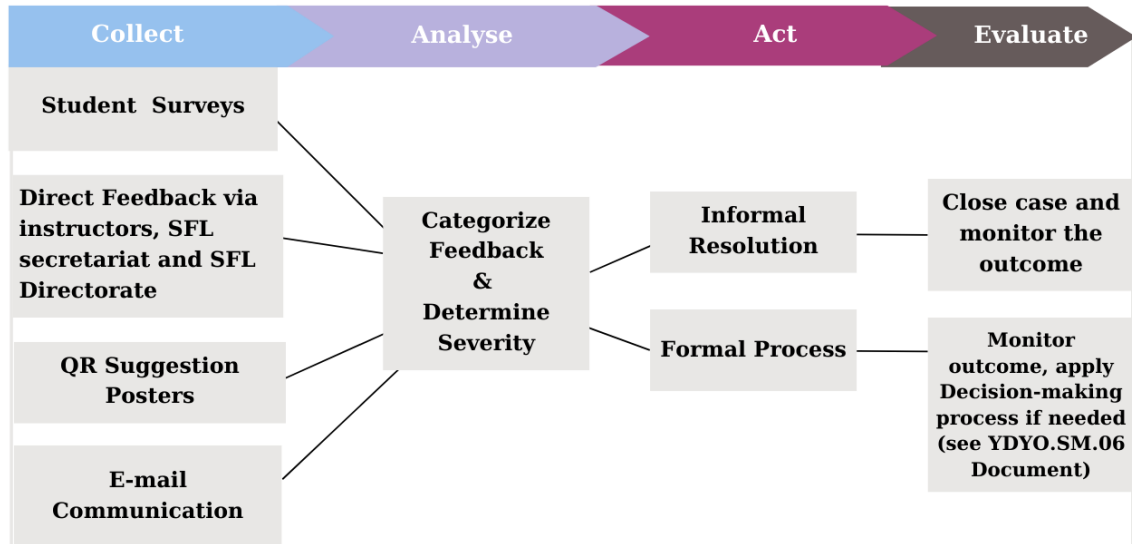


Student Complaint & Feedback Procedure



This diagram illustrates the feedback process within our School of Foreign Languages, guiding how feedback and complaints are collected, analyzed, acted upon, and evaluated for students. Feedback and complaints are initially gathered through various channels such as student surveys, direct feedback via instructors, the SFL directorate, secretariat, Rectorate, QR suggestion posters, and email communication. Once collected, feedback is categorized and its severity is determined—meaning we assess whether the issue is minor and can be resolved informally or if it requires a formal process for further action. If the issue is resolved informally, no further steps are needed. However, if it becomes formal, it is addressed through a structured process, with outcomes monitored to ensure effectiveness. Finally, the case is closed, and the outcome is evaluated to ensure that the feedback and complaint have been adequately addressed.