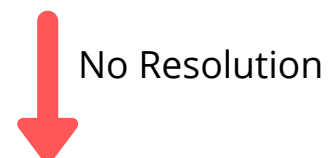


Student Complaint Flowchart

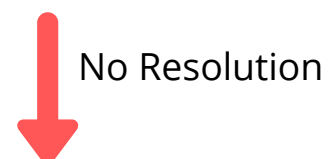
Student verbally raises complaint or grievance directly with the Easy Moves Presenter



Written complaint submitted to Active Ageing Australia staff for review and mediation



Written complaint escalated to Active Ageing Australia board risk committee for formal review, mediation and resolution



Complaint escalated to independent external mediator

Resolved and recorded in complaint register