5. Flowchart：

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| Steps | Responsible Unit  | Note |
| NoCase is concludedYesApproved copy to the Complainant and related unitSubmit the written report to President for approval Complaint and related unitPresStudent files a written grievance Needs to form a committee?YesSets up a Student Grievance Committee based on Student’s Grievance ProcedureNoYesNeeds to form an investigation team?NoSets up an investigation teamAsk for information from the unit alleging this grievance Call for a meeting & complete a written reportCommittee recommendation contradicts school policy?President asks Committee for reconsideration, but only once.  | The Office of the SecretariatStudent Grievance CommitteeThe Office of the Secretariat | 1. **At least seven (7) committee** [**members**](http://www.businessdictionary.com/definition/member.html) **must be present in the meeting**. Two-thirds (2/3) of the votes are required for the final resolution of grievance cases, and other issues only need simple majority votes. Members must be present in person.2. The resolution must be reached within thirty (30) days of the receipt of written grievance, and extension of deadline are available (except for dismissal, expulsion, or other similar cases). The extension shall not exceed two (2) months. |