5. Flowchart：

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| Steps | Responsible Unit | Note |
| No  Case is concluded  Yes  Approved copy to the Complainant and related unit  Submit the written report to President for approval Complaint and related unitPres  Student files a written grievance  Needs to form a committee?  Yes  Sets up a Student Grievance Committee based on Student’s Grievance Procedure  No  Yes  Needs to form an investigation team?  No  Sets up an investigation team  Ask for information from the unit alleging this grievance  Call for a meeting & complete a written report  Committee recommendation contradicts school policy?  President asks Committee for reconsideration,  but only once. | The Office of the Secretariat  Student Grievance  Committee  The 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. |