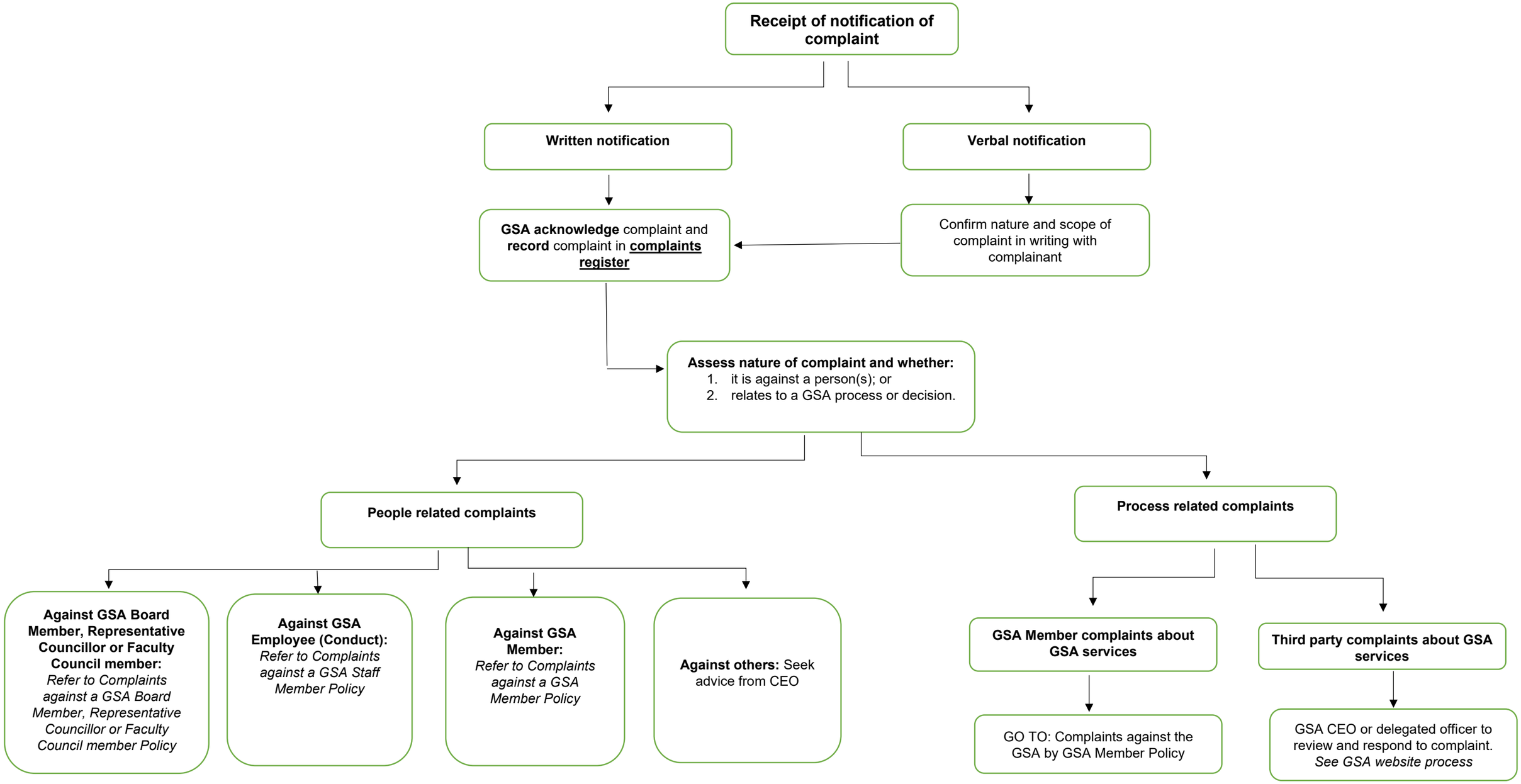
**University of Melbourne Graduate Students' Association**

**Feedback/Complaint Process Framework Overview**