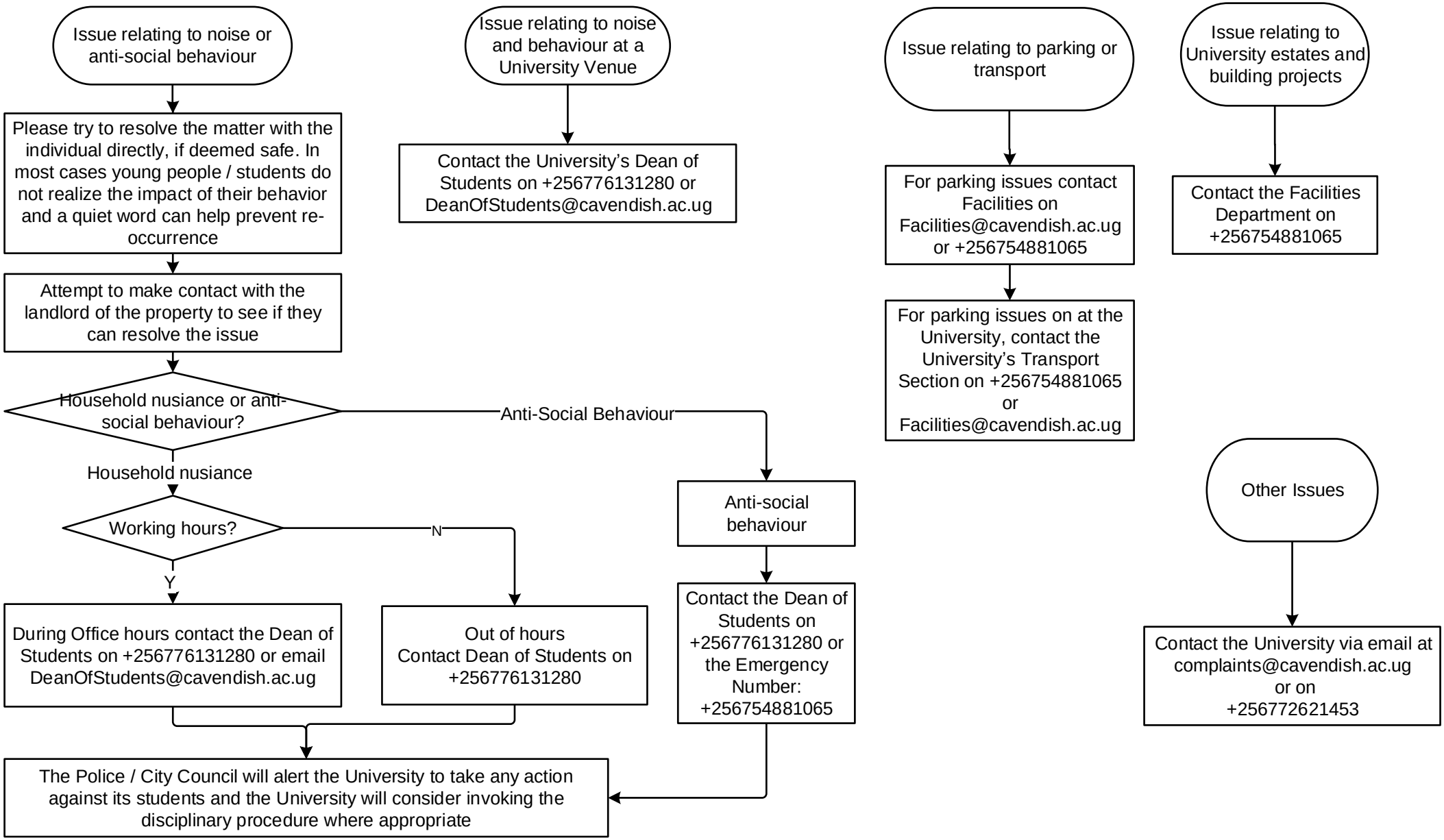CAVENDISH UNIVERSITY EXTERNAL COMPLAINT PROCESS