```
          ┌─────────────────────────┐
          │   Feedback submitted    │
          │   through online form   │
          └─────────────────────────┘
                      │
                      ▼
          ┌─────────────────────────┐
          │   Feedback assigned     │
          │   to Service Lead       │
          └─────────────────────────┘
                      │
                      ▼
   ┌──────────┐   ◇ Feedback correctly
   │ Reassign │◀─No─  assigned?
   └──────────┘        │
                      Yes
                       │
                       ▼
              ◇ Is it feedback as        ┌──────────────────┐
                defined in the policy? ─No─▶│  Redirect to     │
                       │                  │  appropriate     │
                      Yes                 │  channel for     │
                       │                  │  resolution      │
                       ▼                  └──────────────────┘
          ┌─────────────────────────┐
          │  Service Lead assigns   │
          │  Feedback               │
          │  Respondent             │
          └─────────────────────────┘
                      │
                      ▼
          ┌───────────────────────────────────┐
          │  FEEDBACK RESOLUTION PROCESS       │
          │  (interactions between the member  │
          │  of the University community       │
          │  submitting feedback and feedback  │
          │  respondent)                       │
          └───────────────────────────────────┘
                      │
                      ▼
          ┌─────────────────────────┐
          │  Summary of             │
          │  feedback response      │
          │  provided               │
          └─────────────────────────┘
                      │
                      ▼
          ┌───────────────────────────────────┐
          │  Satisfaction rating with feedback │
          │  resolution process and outcome    │
          │  provided                          │
          └───────────────────────────────────┘
                      │
                      ▼
                 ( Process ends )
```