



Appeal Submission Guide

The following Guide offers essential information to assist you in completing your appeal submission to send to Student Affairs.

What do I need to include in my appeal submission?

As part of Stage 3: Internal University Appeal of the Student Complaint Resolution process, Student Affairs will examine your Appeal submission and determine if it has grounds so it essential that you include:

- **the completed, relevant Student Appeal Application Form** (ensure you sign and date the form on the last page)
- **a clear statement of the decision or action being appealed against, and the grounds on which you are appealing** – e.g. “I am appealing against a decision made by [insert name and title]. You must clearly state the decision reached as a Stage 2: Formal Review outcome. Where there has been a breach of University Policy and/or procedure, you must refer to the relevant policy and/or procedure.
You also need to identify where a specific breach has occurred – e.g. state the relevant section or sections of Policy and/or procedure that has been breached in support of the reasons/grounds for your appeal. For example, “I am appealing against the decision of [name and title] to [state what decision was reached] because [add details – such and such] was not done/did not occur as it should have been in accordance with [insert relevant sections(s)/paragraph(s) of the [name of] Policy.
Most importantly, you need to ensure that you make a clear link between any breach of Policy and/or procedure and why you have valid grounds for your appeal.
- **a clear statement of what appeal outcome(s) you are seeking** or that you would be satisfied with by way of a resolution – e.g. state what you would like reconsidered as a Stage 2: Formal Review outcome. This must be a realistic request and any outcome sought must be linked to having valid grounds for your Appeal.
In many instances, Student Affairs is able to draw on their experience to reach a resolution to an Appeal. Where possible, Student Affairs will negotiate with relevant parties to reach a mutually agreeable resolution that is satisfactory for both parties.
- **detailed statements associated with each of your main claims** – e.g. this may be evidence of what conversations or discussions have taken place, and will include any written advice that you have already been given.
- **the names and titles of all staff members or committees** involved in the decisions or actions that you wish to appeal – e.g. this will include reference to Course Coordinator(s) that you have been in contact with and the Head of School or Executive Dean or other nominated decision maker.
- **a brief summary of the relevant, key events** leading up to the decisions or actions that you wish to appeal – e.g. you should list all key events, in chronological order, in the table included in the Appeal Application Form and ensure that you attach relevant supporting documentation to your Appeal submission.
- **all of the available documentary or other evidence** supporting each relevant, key event and each of your main claims – e.g. this might include any documentary evidence to support any breaches of University policy and/or procedures including relevant letters and/or emails received from Faculty staff. It may also include supporting documentation in the form of medical certificates and or reports to support your claims in relation to periods of illness.

Why do I need to ensure I have all details in my appeal submission?

It is important to include specific details (as outlined above) in your appeal submission so that all parties involved in its assessment and review can get a clear appreciation and understanding of:

- what your complaint or appeal is about

- what you seek by way of a resolution of outcome in the appeal process
- the key events and decisions leading up to the appeal
- the people involved in those key events and decisions

If you provide Student Affairs with access to all supporting material, documentary evidence supporting each of your claims then you will help to minimise any delays in the assessment of your appeal.

What happens once my appeal is assessed as having grounds?

Only once your Appeal submission is assessed as having grounds will it be possible to achieve a mutually agreeable resolution between you and the respondent – i.e. the person who issued you with a Stage 2: Formal Review outcome.

Where can I get assistance and advice for preparing my appeal submission?

If you need help completing your application form and working out what to include as supporting material, you are encouraged to see an Education and Welfare Officer (EWO) at [Student Care](#). An EWO can provide free and independent advice on your appeal and answer any questions you may have.

Enquiries

Any enquiries about the [Student Complaint Resolution Policy](#) and procedures, or student-related University policy and procedures can be directed to Student Grievance and Conduct Advisors in Student Affairs:

Email: grievance.resolution@adelaide.edu.au

Telephone +61 (0) 8313 7503 or +61 (0) 8313 1483 or +61 (0) 8313 4456.