

# Governance

Advisory/Management Committees



THE UNIVERSITY  
of ADELAIDE

## Student Complaint Appeals Committee

### Establishment

|                           |                                                |
|---------------------------|------------------------------------------------|
| <i>When:</i>              | 2001                                           |
| <i>By what authority:</i> | Vice-Chancellor and President                  |
| <i>For what period:</i>   | A new committee is established for each appeal |

### Role/Terms of Reference

|                                                 |                                                                                                                                                                  |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Nature:</i>                                  | Deliberative                                                                                                                                                     |
| <i>Terms of Reference:</i>                      | To hold a hearing/s and make a determination following the submission of an appeal under Stage Three of the <a href="#">Student Complaint Resolution Process</a> |
| <i>Reporting line:</i>                          | Deputy Vice-Chancellor and Vice-President (Academic)                                                                                                             |
| <i>Quorum:</i>                                  | At least 3, including Chair and student member                                                                                                                   |
| <i>Procedures prescribed/determined itself:</i> | As set up in Stage Three of the <a href="#">Student Complaint Resolution Process</a>                                                                             |
| <i>Frequency of meetings:</i>                   | As required                                                                                                                                                      |
| <i>List of any sub-committees:</i>              | None                                                                                                                                                             |

### Membership

|                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Membership</i>         | <p>All members, including a Chair, appointed by the Deputy Vice-Chancellor &amp; Vice-President (Academic) on advice of the Student Grievance and Conduct Advisors within 5 business days of lodgement of an appeal.</p> <p>Up to 3 members and not more than 5 members, who:</p> <ul style="list-style-type: none"><li>• are not located in or associated with the appeal, or the School or Branch concerned in the appeal, and</li><li>• were not involved in:<ul style="list-style-type: none"><li>○ previous attempts to resolve the complaint or</li><li>○ the determination of the penalty</li></ul></li><li>• in the opinion of the Deputy Vice-Chancellor &amp; Vice-President (Academic), have appropriate experience and expertise, given the nature of the appeal.</li></ul> <p>At least one male and one female member.</p> |
| <i>Special provisions</i> | <p>The student lodging an appeal may object to any one member of the Committee within 3 business days of the date they are notified in writing of the composition of the Committee. In such a situation, a replacement member is appointed by the Deputy Vice-Chancellor &amp; Vice-President (Academic) on the advice of the Executive Officer of the Committee.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

Additional objections to member/s of the Committee may only be made on the grounds that the member/s have a significant conflict of interest or personal bias, and the objection must be stated in writing and accompanied by substantive evidence.

The Deputy Vice-Chancellor & Vice-President (Academic) may accept or reject the objection after making such enquiries as they see fit.

*Term of Office:*

For the duration of the appeal

*Attendance*

Executive Officer to the Committee (a Student Grievance and Conduct Advisor)

**Contact person and phone/email**

Student Grievance and Conduct Advisors, Student Affairs – telephone (08) 8313 4456 or (08) 313 7503

**RMO File Number**

2009/345