



Student Grievance Resolution Process

Scope

The Student Grievance Resolution Process is intended for use by all students enrolled at the University of Adelaide who have an academic or administrative grievance against a decision or determination made by a member of University staff. The University will ensure that grievances are dealt with fairly and in accordance with the principles of natural justice.

Outside Scope

This Process will not apply for students who have a grievance or complaint against an action by a University staff member, another student or group of students. Where an academic or administrative grievance includes reference to any unfair treatment, the matter will be referred to the University's [Student Behaviour and Conduct Procedure](#). This [Procedure](#) is available for students wishing to report unfair treatment, harassment, discrimination, victimisation, sexual harassment or sexual assault.

For complaints about any form of unfair treatment by a University of Adelaide staff member or the action of one or more University students, please refer to the University's [Safer Campus Community](#) website.

Stages of the Student Grievance Resolution Process

Stage 1 - Informal Discussion

Discuss the grievance with the person directly responsible for the decision that has led to the grievance.

Stage 2 - Formal Review

Lodge a formal complaint in writing with the supervisor of the person directly responsible, or other appropriate person as identified by a Student Grievance Adviser.

Stage 3 – Internal University Appeal

Internal appeal or review by Student Grievance and Appeals Committee. Lodge an appeal or a request for review with Student Affairs.

(Stage 3 is not available for Administrative grievances about HECS/FEE/OS-HELP remissions or SLE re-credits.)

External Review

Lodge a grievance with an external agency. e.g. Ombudsman SA or Administrative Appeals Tribunal.

Types of Grievances

1. Academic Decisions – grievances about decisions, which involve the exercise of academic judgement, or about exclusion for unsatisfactory academic progress.
2. Administrative Decisions, Services or Facilities – grievances about decisions on administrative matters, the quality of administrative service or the provision of facilities. This includes any grievance that a student may have about their dealings with the University, the University's education agents or any related party the University has an arrangement with to deliver a program or related services.

For grievances about Research Conduct, see the [Responsible Conduct of Research Policy](#) and associated Procedure.

Students wishing to pursue a refund, remission or re-credit should refer to the [Special Circumstances: Repayments, Remissions and Re-credits](#) on the Student Finance webpage.

Compliance

The Student Grievance Resolution Process has been designed to:

- comply with the *Higher Education Support Act 2003* (Cth) and Standard 10 (complaints and appeals) of the National Code under the *Education for Services for Overseas Students Act 2000* (Cth)
- be consistent with the [Complaint Handling at Universities: Australasian best practice guidelines 2016](#), and
- conform with the principles of natural justice, procedural fairness and confidentiality.

Glossary of Terms Used

'Business Day' means any day other than a Saturday or a Sunday, or public holiday.

'The Student' refers to the person who lodges the appeal.

'The Respondent' refers to the person or decision maker(s) representing the area of the University which has made the decision the Student wishes to appeal.

'Student Grievance and Conduct Advisors' conduct the Preliminary Assessment of Student Appeal Applications and are responsible for ensuring compliance with the process.

'Student Grievance Advisers' provide advice to students on the Student Grievance Resolution Process (a list of [Student Grievance Advisers](#) is provided on the University's website).

Assistance with grievances/advice

Assistance with the resolution of a grievance can be provided by [Student Grievance Advisers](#).

For advice on the Student Grievance Resolution Process itself and how it works, please contact staff in Student Affairs on Phone: 8313 7503 or 8313 4456 Email: grievance.resolution@adelaide.edu.au

Stage 1: Informal Discussion

The first stage is intended to provide an opportunity for grievances to be resolved quickly at the local level, with the fewest people possible involved, and to avoid the grievance escalating in scope and impact.

At this stage, the Student contacts the person responsible for the decision that has given rise to the grievance with details about the grievance. Contact may be by phone, in person, or by email. Many grievances will be resolved informally at this Stage. If a grievance is not resolved locally at this Stage, the Student may seek a review under Stage 2: Formal Review of the decision.

Stage 2: Formal Review

Stage 2 begins with the Student lodging a formal written grievance with the supervisor of the person directly responsible, or their delegate, for the decision giving rise to the grievance.

Complaints or appeals that are sent directly to the Vice-Chancellor & President or to an Executive Dean, will be referred to Student Affairs for the complaint or appeal to be managed within the Student Grievance Resolution Process.

A formal written grievance can take the form of an email or a letter, and must include a clear statement of the grievance, all the relevant facts about the grievance, and what resolution the Student is seeking.

The person who receives the grievance may refer or delegate the responsibility for dealing with the grievance to another appropriate person in the School/Faculty but all specified time frames will be maintained.

The person who ultimately deals with the grievance is designated the Grievance Facilitator.

If the grievance is not resolved at the end of Stage 2, process, the Student may take further action and proceed to Stage 3 by lodging an Appeal Application Form. This is an internal University appeal.

There are maximum time limits in which a student can proceed to Stage 2 in the Grievance Resolution Process, as set out in the table on page 4.

Nature of Grievance	Time Limit for Student to Proceed to Stage 2	Time Limit for Grievance Facilitator to Acknowledge (Time Measured from Receipt of Grievance)
*Grievance about an assessment result	Within 10 business days of date of notification of result	Within 3 to 10 business days
*Grievance about denial of supplementary assessment	Within 10 business days of date of notification of decision about supplementary assessment application	Within 3 to 10 business days
Grievance about penalty imposed under Academic Integrity Policy	Within 10 business days of date of notification of decision/penalty	Within 5 to 10 business days
Refusal of refunds/remissions/re-credits of Commonwealth assistance – domestic students	Within 28 calendar days of the date of receipt of notification of the original decision by the Manager, Student Finance	Within 5 to 10 business days
Refusal of refund of tuition fees – domestic and international students	Within 28 calendar days of the date of receipt of notification of the original decision by the Manager, Student Finance	Within 5 to 10 business days
All other grievances not listed above	Within 20 business days of the facts or circumstances giving rise to the grievance	Within 5 to 10 business days
*For postgraduate students enrolled within online teaching periods 1 – 6, the time limit for students to proceed to Stage 2 is 5 business days.		

Stage 3: Internal University Appeal

Students who are not satisfied with the resolution to their grievance offered at Stage 2, or who have had a penalty imposed under a University Statute, Rule or policy, may lodge an internal University appeal.

The Student must lodge a Student Appeal Application within 20 business days of the date of notification of the Stage 2 outcome or notification of a penalty imposed under a Statute or Rule.

The University will maintain a student’s enrolment in their program while a Stage 3 Appeal is ongoing.

The University is required to maintain an international student’s Confirmation of Enrolment (CoE) while a Stage 3 Appeal is ongoing (and in some circumstances while an External Review is ongoing) unless the overseas student’s health or wellbeing or the wellbeing of others is likely to be at risk.

Student Affairs will acknowledge receipt of a Student’s Appeal Application form within 2 full business days.

Appeal Submission Format

Appeal submissions lodged as part of Stage 3 of the Student Grievance Resolution Process must include the completed and signed Student Appeal Application form.

Students must provide sufficient information to the Student Grievance and Appeals Committee for the Committee to clearly understand what the Student's grievance or appeal is about; what the Student seeks by way of resolution or decision from the appeal process; the events and decisions leading up to the appeal; and the people involved in those events and decisions without the Committee having to seek significant additional supporting materials, documents or background information.

A student should submit all information required in the time and manner prescribed or necessary and at least sufficient to identify the cause or source of the grievance, the decision giving rise to grievance, the relevant facts, grounds, dates, events, and circumstances, the names and titles of the personnel involved including where relevant, witnesses.

External Review

A student may pursue any grievance outside the University at any stage of the Student Grievance Resolution Process.

If a student decides to raise their grievance with an external review agency, or pursue legal action through the legal system, the University's grievance resolution process may be suspended until the external review, or the legal action that they have pursued, is complete.

If a student is dissatisfied with the outcome of their Stage 3 appeal, the only option is to pursue a review outside of the University. There is no further internal review process within the University.

It is preferable that students explore internal appeal processes before taking other courses of action or external redress or review.

External review may involve engaging a lawyer and/or lodging court proceedings. A student is free to exercise both of these options but does so at their own cost and risk. External review may also involve seeking review or relief from a tribunal or court or any of the agencies listed below. In most cases there is no or minimal additional cost unless a student engages a professional to assist with any application. In that case, the cost of doing so is at the Student's risk and cost.

International Students seeking External Review

The University will maintain an international student's CoE during an external review or appeal only in instances where the appeal is for a decision regarding academic progress in accordance with the [Academic Progress by Coursework Students Policy](#) or as set out in the [Research Student Handbook](#) for HDR students. In such instances, an international student's CoE must be maintained until the conclusion of the external review or appeal, unless the CoE has lapsed.

International students who lodge an external review must:

Advise Student Affairs in writing (via email: grievance.resolution@adelaide.edu.au) within 10 business days of receiving the outcome of their Stage 3 Internal University Appeal of their intention to pursue an external review or appeal. Students must confirm the name of the external agency with

whom they have lodged a review and the date the review was lodged. If written notice is not received after 10 business days the University will cancel a student's CoE which may result in the cancellation of a student's visa by the Department of Home Affairs.

Upon receipt of an external review outcome, international students must:

Notify Student Affairs in writing (via email: grievance.resolution@adelaide.edu.au) of the result of the external review outcome within 10 business days of the date of being notified. Failure to notify Student Affairs when any external review or appeal is unsuccessful within 10 business days will result in the cancellation of a student's CoE. If an external review is denied, the University will immediately cancel a student's CoE, which may result in the cancellation of a student's visa by the Department of Home Affairs.

External Agencies

A number of agencies may be able to assist, depending on the type of grievance.

Ombudsman SA

<http://www.ombudsman.sa.gov.au/>

For a breach of equal opportunity law, discrimination or human rights laws:

Equal Opportunity Commission (SA)

<http://www.eoc.sa.gov.au/>

Australian Human Rights Commission

<https://www.humanrights.gov.au/>

For onshore international students only

Department of Education and Training (DET)

See the Commonwealth Department of Education and Training website for information about international student rights and responsibilities.

<https://docs.education.gov.au/node/39586>

Overseas Students Ombudsman (Commonwealth)

<https://www.ombudsman.gov.au/>

The Overseas Students Ombudsman has published a [fact sheet](#) regarding international student complaints related to the COVID-19 pandemic.

Preliminary Assessment of Appeal Application

The Student Affairs office in the Division of Academic and Student Engagement has authority to conduct a Preliminary Assessment of the merits of an Appeal and to request additional information and supporting documents.

In conducting a Preliminary Assessment Student Affairs will consider the following:

- The submitted appeal application (including the appropriate signing and dating of the form)
- The decision or action being appealed against, and the grounds on which re-consideration of the Stage 2 decision is sought
- The appeal outcome(s) the Student seeks or would be satisfied with
- A chronology of events with relevant supporting documentation provided in the appeal submission
- Compliance with key timeframes
- Evidence of adherence to the Student Grievance Resolution Process Stages 1 and 2 (including notification of Stage 2 outcome)
- The basis of the appeal (i.e. the reason/s for the appeal)
- The grounds on which the appeal is based (including reference to alleged breaches of University policy and/or procedure)
- Any evidence to support the grounds of the appeal and assertions made
- Any other documentation relevant to the appeal
- Any advice from an Education and Welfare Officer, Student Counsellor, Disability Advisor or International Student Advisor
- Any other information deemed relevant to the appeal

In some instances, it may be necessary for an investigation to be conducted by another area of the University in order to substantiate assertions made in an appeal. In such instances, Student Affairs will ensure that the Student is made aware of the appropriate avenues for investigation. For example, a student who claims their mark has been impacted by unfair treatment may have their allegation referred to the [Student Behaviour and Conduct Committee](#).

If More Information Is Required from the Student

If in conducting a Preliminary Assessment, Student Affairs determines that more information is required before the appeal can be progressed they will notify the Student that this information is required to be submitted within 10 business days or such further time as may be mutually agreed between Student Affairs and the Student.

As a result, the Student may respond and lodge additional information as requested in the required format within the specified time frame.

If Additional Information Is Not Provided or Student Does Not Respond

If the Student does not respond to a request for additional information, or is unable or unwilling to provide additional requested information, within the timeframe specified, their appeal lapses and the Student Grievance and Appeals Committee is not convened to conduct a hearing into the appeal. The Student is advised by Student Affairs, in writing, that their appeal will therefore not proceed.

If a Preliminary Assessment determines application has merit

If after conducting a Preliminary Assessment Student Affairs determines an application has merit it shall inform both the Student and the Respondent named in the appeal, and provide them with a

copy of the appeal submission excluding any confidential information from Education and Welfare Officer, Student Counsellors or Disability Advisors unless express consent has been granted for its release.

If the Respondent determines the appeal is lacking substance, i.e. that:

- it is unsubstantiated or unverifiable
- it is misconceived
- it is not made in good faith, or
- it contains demonstrably false or misleading information

the Respondent may ask to have the appeal submission reviewed before it goes to a Student Grievance and Appeals Committee hearing. (“Prehearing Review”)

Stage 3 Appeals on Procedural Grounds Only

For most grievances the Appeals Committee will examine all the material related to the appeal and reconsider the matter afresh. However, some forms of appeal are limited to review on procedural grounds only. These include:

- appeals against a decision to exclude a student under the [Academic Progress by Coursework Students Policy](#)
- higher degree by research thesis examinations
- higher degree by research candidature terminations

Prehearing Review

The timelines for a Student Grievance and Appeals Committee hearing are suspended while this pre-hearing review is in process.

The process is as follows:

- The Respondent may request that an appeal submission is reviewed before it proceeds.
- To commence such a review, the Respondent is required to submit an explanatory statement in support of the review request to the Executive Director, Division of Academic and Student Engagement, within 10 business days.
- The Student will be provided with a copy of the Respondent’s explanatory statement requesting a prehearing review, any supporting documentation and any new information provided by the relevant area. The Student has an opportunity to respond within 5 to 10 business days.
- Executive Director, Division of Academic and Student Engagement, or a nominated representative, will investigate and assess the appeal submission when any new information comes to light. Both the Student and the Respondent may be provided with an additional opportunity to provide written clarification of their respective positions, if necessary.
- Following this assessment the Executive Director, Division of Academic and Student Engagement will make a recommendation to the Deputy Vice-Chancellor and Vice-President (Academic).
- The Deputy Vice-Chancellor and Vice-President (Academic) determines either that:
 - the appeal has merit and must proceed to a Student Grievance and Appeals Committee hearing in accordance with the Stage 3 process, or

- the appeal is lacking substance and will not proceed. If an appeal lacks merit it will be terminated and written confirmation of that assessment provided to the Student within 10 business days.
- If an appeal lapses and does not proceed to a Student Grievance and Appeals Committee hearing, a student may seek redress and/or review through external tribunals and courts at the Student's sole cost and risk: External Review.

Negotiation towards Settlement

Negotiation with Internal Parties only

After a Stage 3 Appeal Application has been submitted and has been confirmed will proceed, Student Affairs will assess whether there is an opportunity to reach an agreed settlement between the parties.

Parties will be invited to consider the prospect of a negotiated settlement to the grievance. This will usually require discussion with the Student and the Respondent, and potentially others, to explore the prospects of a negotiated settlement. If all parties agree and a negotiation process is commenced, the Student Grievance Resolution Process is suspended for a maximum of 15 business days.

Any proposed settlement arrangement must be approved by the Executive Director, Division of Academic and Student Engagement, before progressing any formal settlement arrangement.

If the grievance is resolved through negotiation, the resolution between the Student and Respondent is recorded in a written agreement which will require both parties' signatures. In these circumstances, the grievance is resolved and an Appeal is no longer required. The appeal is automatically terminated by a written settlement agreement.

If the grievance is not resolved through the negotiation process, the Appeal may continue in accordance with the Student Grievance Resolution Process. The timeframes specified in the Stage 3 process are adjusted (extended) by the period of suspension during which the negotiation process was being explored.

Mediation using External Assistance

Any party to an Appeal may request the assistance of an independent, external mediator in an attempt to resolve a dispute. Such a request must be initiated by written request to Student Affairs. Student Affairs will examine the nature of the grievance, the attempts at resolution to date, the willingness of both parties to undertake mediation and the availability of a suitable mediator. Student Affairs will then make a recommendation to the Executive Director, Division of Academic and Student Engagement on whether to approve the engagement of a mediator at the University's expense.

If a Grievance Facilitator at Stage 3, or the Executive Officer to a Stage 3 Student Grievance and Appeals Committee, believes there is potential for a mediated resolution, and both parties to the grievance agree, they may propose that an independent external mediator be engaged at the University's expense.

When an external mediation process is approved, the University's Student Grievance Resolution Process is suspended for a maximum of 20 business days. If the grievance is resolved through

external mediation, the resolution is recorded in a formal agreement between the parties and no further action is taken. If the grievance is not resolved through mediation, the suspension ceases, and the Student may continue to pursue their grievance in accordance with the Student Grievance Resolution Process.

Referral of Appeal to Student Grievance and Appeals Committee

Once an appeal is assessed as having merit by Student Affairs, and the Respondent determines an appeal should proceed to a hearing, Student Affairs will arrange for a Student Grievance and Appeals Committee hearing.

Alternatively, if an appeal has undergone a pre-hearing review and it is determined by the Deputy Vice-Chancellor & Vice-President (Academic) that it has merit, the appeal will proceed to a Student Grievance and Appeals Committee hearing in accordance with the Stage 3 process. Within 10 days of the referral of the Appeal to the Committee, Student Affairs will provide notice to both the Student and Respondent on the following matters:

- the names of the members of the Student Grievance and Appeals Committee;
- the rights and responsibilities of all those participating in the Committee hearing
- the time, date and proposed venue for the Committee hearing.

A hearing will be set to take place within 20 business days of the receipt, by Student Affairs, of the decision by the Respondent or the determination by the Deputy Vice-Chancellor and Vice-President (Academic) to refer the matter to the Student Grievance and Appeals Committee. In some circumstances, Committee hearings may be deferred or adjourned. The University will ensure that adequate and advance notice is given.

Communicating the Committee's Decision

Within 10 days of the completion of the hearing and the Committee's deliberations, the Student and Respondent will be notified in writing of the Committee's decision and reasons.

Communication of the decision of the Student Grievance and Appeals Committee to the Student will take into consideration commencement of following academic year enrolment or professional or clinical placements.

If not satisfied with the decision of the Student Grievance and Appeals Committee, a student has the option to pursue external review of that decision.

Staying notified throughout the Appeals Process

All notifications from the University required under the Stage 3: Appeals process will be sent by email to the student's email address recorded by the University. Students are expected to regularly check their student email.

Assistance with Appeal Travel Costs

The University encourages the use of alternative methods to permit students not living in Adelaide to participate in appeal hearings, e.g. through the use of teleconferences or video conferences, or by scheduling hearings when the Student is in Adelaide.

Limited travel assistance may be available to students who live in Australia but outside the metropolitan Adelaide area.

No travel assistance is available for students living outside Australia, but the Student Grievance and Appeals Committee may modify its procedures as it deems appropriate to ensure a student is not disadvantaged by non-attendance due to the cost of travel.

Requesting Lodgement Out of Time

A student may apply to lodge an appeal later than 20 business days after the date of notification of a Stage 2 process outcome or a penalty under a University statute or rule.

The Student must formally ask Student Affairs to consider exercising a discretion to permit an appeal to be lodged outside the specified times.

In order to make this request of the University the Student is required to provide a statement outlining the reasons for the failure to comply with specified time lines.

Exercise of Discretion

In considering the request for an extension of time within which an appeal may be lodged the University will consider:

- the reasonableness and adequacy of the explanation for the delay
- whether the delay might compromise the rights and interests of other parties likely to be involved in any appeal if granted;
- whether the delay might prejudice the Committee's ability to provide a fair hearing
- any relevant considerations pertaining to scheduling of or attending to academic requirements for the Student – such as enrolling in the next semester that has prerequisites that are the subject of or relevant to the substance of the appeal; and
- any views of personnel relevant to the appeal.

If an Extension of Time is Granted

If the request for an extension of time within which an appeal may be lodged is granted, subject to any other matter (such as a defect in documentation), the application for appeal will proceed

If an Extension of Time is Refused

If the request for an extension of time is not granted, a student will be notified within 5 business days of that decision being made. In those circumstances, an appeal may not proceed. Students who are refused an extension of time in these circumstances may seek review or redress through an external review if they wish to pursue their grievance.

Organising a meeting of the Student Grievance and Appeals Committee

The Executive Officer of the Student Grievance and Appeals Committee is responsible for making arrangements for the meeting of the hearing to be held. This will include arrangements for the time, date and venue of the hearing as well as the administrative support for the Committee relating to committee agenda, terms of reference and relevant meeting papers.

Arranging the Hearing

Hearings may be held on any business day.

Time Frame

Subject to adjustments for any reasonable cause, a Student Grievance and Appeals Committee will be convened and meet within 20 business days of the referral of the decision by the Respondent to

refer the matter to the Student Grievance and Appeals Committee. Throughout the process the Student and Respondent and other parties involved (such as a support person for either the Student or Respondent and/or other relevant witnesses) will be notified in writing of times, dates and venues.

Form of Notices and Appeals Committee Documents

Unless other arrangements have been made all notices and communications will routinely be given via the designated student email address, and any other personal email address, provided to Student Affairs.

All Appeals Committee documents will be provided, electronically, by Student Affairs to nominated recipients (Student, Respondent or other party).

Before the hearing, the Executive Officer will also distribute any reply to the appeal prepared by the Respondent(s) to all parties involved in the hearing. The Respondent(s) must provide any written response to the Executive Officer no later than 5 business days prior to the scheduled date of the hearing.

Student Grievance and Appeals Committee Hearing

- The hearing is generally conducted informally. The rules of evidence do not apply.
- The Committee may inform itself of any matter relevant to the determination of the appeal by whatever means it reasonably chooses, provided that all material taken into account in determining the outcome of the appeal is made available to all parties to the appeal.
- It is for the members of the Committee, rather than the Student or Respondent, to decide what issues and evidence are relevant to the appeal hearing, and to determine the form and content of the final report of the Committee.
- The Chair, in consultation with other members of the Committee, may give such directions as the Chair considers necessary about the provision of evidence, the making of written or verbal submissions, and any other relevant matter. The Chair's rulings are final and binding on matters of process for the Committee.
- An appeal hearing is held in closed session unless, with the express consent of Student(s) and Respondent(s), the Committee decides otherwise.
- The Committee may adjourn a hearing to another date within 20 business days. In some circumstances, the hearing may be adjourned pending further investigation based on evidence not available at the time of the initial Committee hearing or further investigation based on evidence that formal procedures were not adhered to.
- Every appeal must be completed as quickly as possible without prejudicing the ability of all parties to have a reasonable opportunity to present their case and having regard for other matters such as commencement of semester, enrolment, academic prerequisites and clinical or other professional placement requirements.

Deliberation and Final Decision

- Upon completion of a hearing, the Committee considers its decision in private. No further hearing is permitted before a decision is made.

- The standard of proof to be applied to the evidence in reaching a decision on the facts of a case is the 'balance of probabilities.'
- The Committee's decision may include both findings of fact and determinations on the appropriate action required in light of the findings of fact.
- The Committee's determination may include one or more of the following options:
 - Grant the appeal
 - Endorse the previous decisions or determinations relevant to the grievance
 - Determine an alternative resolution, which may include, but is not limited to, any of the options for resolution
 - Recommend a review of procedures
 - Recommend changes to program rules, academic or administrative policies or procedures
 - Dismiss the appeal.
- The Chair must notify all parties and the Deputy Vice-Chancellor & Vice-President (Academic) in writing of the Committee's decision and the grounds on which it was made within 10 business days of the hearing concluding.
- The Deputy Vice-Chancellor & Vice-President (Academic), Deputy Vice-Chancellor & Vice-President (Research) and Chief Operating Officer are responsible for ensuring that Committee decisions about matters that fall within their respective portfolios are implemented in full.
- If a decision is made by the Committee in favour of the Student the University must immediately implement any decision and/or corrective and preventative action required and advise the Student and the Respondent of the outcome.
- If the Committee's decision involves serious implications related to a staff member's conduct or performance, the Committee's notification must not make explicit reference to this. A separate report with relevant details must be submitted to the Director, Human Resources and the Executive Director, Division of Academic and Student Engagement.

Rights and Responsibilities of parties involved in a Student Grievance and Appeals Committee Hearing

Student

Rights

1. To object to any one member of the proposed Committee within 3 business days of the date of notification of the composition of the committee.
2. To attend the hearing in the company of a nominated advocate, representative, friend or support person, and to present their case orally.
2. To use the services of an interpreter.
3. To call any witnesses they deem appropriate and to question any witness in accordance with procedures specified by the Convenor.

4. To be provided with reasons for the Committee's decision, in writing.

Responsibilities

1. To appear at the hearing in person unless the Chair exempts them from personal attendance before or at the hearing. A student formally exempted from personal attendance may select any other person to represent them at the hearing, or elect to make all submissions only in writing.
2. To direct all appeal correspondence and procedure queries to the Executive Officer of the Student Grievance and Appeals Committee.
3. Not to make any contact either directly or indirectly with, the Respondent before the hearing. Not to contact, directly or indirectly, any Committee member about any aspect of the appeal before or after the hearing.

Failure to comply with these requirements may lead to the appeal being abandoned at the University's discretion and disciplinary action taken against the Student.

Respondent

Rights

1. To receive a copy of the Student's appeal submission.
2. To prepare a response to the Student's appeal submission for consideration by the Committee.
3. To attend the hearing in the company of a nominated advocate, representative, friend or support person or to be represented by a nominated University employee if that person is closely connected to the action or decision that is the subject of appeal and to present their case orally.
4. To use the services of an interpreter.
5. To call any witnesses they deem appropriate and to question any witness in accordance with procedures specified by the Convenor.

Responsibilities

1. To direct all appeal correspondence and procedure queries to the Executive Officer of the Student Grievances and Appeals Committee.
2. To provide any written response to the Executive Officer no later than 5 days business before the scheduled date of the hearing.
3. Not to contact the Student either directly or indirectly, before the hearing or at any time prior to or during the course of the Committee hearing and the Committee's deliberations. Not to contact, directly or indirectly, any Committee member about any aspect of the appeal before or after the hearing.

Failure to comply with these requirements may lead to disciplinary action against the Respondent.

Committee Members' Roles:

1. Not to participate in any hearing where they have a direct interest
2. To act fairly and without bias.
3. To examine the substantial merits of the case, without regard to irrelevant or extraneous matters.
4. To base their decision on findings of fact that are in turn based on sound reasoning and relevant evidence.
5. To abide by the University's [Privacy Policy](#) and assure confidentiality of information provided during the grievance process.

Types of Grievances

Assessment Grievances

A coursework student may formally request a review or re-mark of their assessment tasks or grade provided there are academic or procedural grounds for the request.

It is important to note that if a review or re-mark is granted, the mark awarded from that review or re-mark will stand as the final mark for the work, regardless of whether it is higher or lower than the mark originally awarded, unless the Head of School believes there are special circumstances why this should not be the case.

A request for a review or remark must include a summary of the reasons why the Student believes their assessment work deserves a higher mark. These reasons must be directly related to:

- the academic quality of the work, and/or
- a failure in procedure

Grounds for Assessment Grievances

A student is eligible to submit an assessment grievance if they have evidence of one or more of the following grounds:

- The mark or grade was not based on the specified assessment methods provided as part of the Course Profile
- Work submitted within specified times was incorrectly assessed as a late submission and thus not marked or given a compromised mark as a consequence of the alleged late submission
- The Student's progress in the course was disadvantaged because feedback was not provided in accordance with the [Assessment for Coursework Programs Policy](#)

- Local assessment procedures (including assessment handbooks and/or course outlines) were not complied with
- The Assessor demonstrated bias against the Student, which affected their mark or grade. This grievance allegation must be supported by evidence of specific instances.
- An error occurred in calculating the final mark or grade
- The Assessors written feedback is inconsistent with the final grade
- The standard applied to marking was incorrect or inconsistent with statements elsewhere provided on which the Student relied.

Ineligible Requests for Review or Re-mark

The following reasons will not qualify a student as an eligible student for the purposes of an assessment grievance:

- personal or medical problems which must be dealt with through deferred assessment in accordance with the procedures for Supplementary Assessment
- financial or other consequences of a failed grade
- the need for additional marks to get a pass or higher grade for the assessment
- dissatisfaction with the grade or mark awarded
- a study overload
- a grade inconsistent with those received by the Student in other courses

Head of School Responsibilities

A Head of School has the following responsibilities in the event that they receive a request by a student for a review or re-mark of an assessment task or grade:

- Acknowledge receipt of the request within three business days
- Consider the request, make enquiries and seek advice as necessary (including from the Course Coordinator and/or the relevant Assessment Review Committee)
- Make a determination and inform the Student of the decision in writing within 10 business days of receipt of the request for review or re-mark
- Where a review or re-mark is granted, arrange for it to be conducted and completed within a further 10 business days. If the review or re-mark results in a changed overall grade for a course, the changed grade requires approval of the relevant Executive Dean, in accordance with the [Assessment for Coursework Programs Policy](#). The final result must be notified to the Student in writing

Process for Higher Degree by Research Students

Because HDR theses are examined in a comprehensive process involving at least two examiners there is no formal review (Stage 2) process for students dissatisfied with the thesis examination result. Students must proceed straight to making an appeal (Stage 3); appeals are permitted on procedural grounds only.

Supplementary Assessment

Students who have a grievance about being denied a request to take a supplementary assessment, under the [Modified Arrangements for Coursework Assessment Policy](#), may lodge a written request for review of the decision regarding the request for supplementary assessment, with reasons.

The grievance must be lodged with the relevant Head of School or Faculty Administrator within 10 business days of the date of notification of the decision to deny supplementary assessment.

Head of School's or Faculty Administrator's Responsibilities

- acknowledge receipt of the request within 3 business days
- make a determination and inform the aggrieved Student of the decision within 10 business days of receipt of request for review and, if a supplementary examination is granted, in timely fashion to allow the Student appropriate preparation
- Where a supplementary assessment is granted the Head of School or Faculty Administrator must arrange for the supplementary assessment to be undertaken as soon as practicable.

Admission or Program Transfer

Current students may lodge a written request for a review of a rejection of an application for admission or transfer into another University of Adelaide program.

Where a request for admission or transfer is not granted, a grievance about that decision must be lodged within 10 business days of the date of notification of the decision with one of following Grievance Facilitators:

- Domestic Coursework Applicants: Associate Director, Student Administration
- International Coursework Applicants: Director, Student Recruitment and Admissions Services
- HDR Applicants (Domestic and International): Dean of Graduate Studies

Grievance Facilitator Responsibilities

The Grievance Facilitator must:

- acknowledge receipt of written request for review within 5 business days
- inform the aggrieved Student of the final decision in writing within 20 business days of receipt of request for review

Award of a Scholarship or Prize

Current students may lodge a written request for review of the decision not to award a scholarship or prize, including details of the reason for the grievance.

A student must lodge an application within 20 business days of the date the award is announced or the notification of an application outcome.

A student may lodge their grievance with one of the following Grievance Facilitators:

- School/discipline prizes – relevant Head of School
- Faculty prizes – relevant Executive Dean
- Cross-faculty prizes – the Pro Vice-Chancellor (Student Learning)
- Coursework scholarships – the Pro Vice-Chancellor (Student Learning)
- HDR scholarships – Dean of Graduate Studies

Grievance Facilitator Responsibilities

The Grievance Facilitator must:

- acknowledge receipt of written request for review within 5 business days
- inform the aggrieved Student of the final decision in writing within 20 business days of receipt of request for review

A different process applies if the grievance is about the administration of a scholarship or prize already awarded. Refer to the [University Scholarships](#) (undergraduate scholarships) and [Adelaide Graduate Centre Postgraduate Research Scholarships](#) for more information.

Graduation

Students are notified when they have completed the requirements of their award, and their academic transcript is automatically updated to confirm that they have completed their award (provided they have no outstanding financial obligations to the University). The formal ceremony at which the award parchment is presented occurs later than the notice or the update of the transcript.

Students who believe they have completed the requirements of an award but have not been notified are advised to raise the issue as soon as possible at Stage 1 (Informal Discussion) with an appropriate staff member in the relevant Faculty or School. If this does not resolve the matter, the Student may submit a written grievance in accordance with Stage 2 (Formal Review)

Process

A student may lodge a written request for review with details of the reasons for their grievance within 20 business days with the relevant Head of School or Executive Dean.

Grievance Facilitator Responsibilities

The Grievance Facilitator must:

- acknowledge receipt of the request within five business days of the lodgement of request for review
- make a determination and inform the Student or other aggrieved party of the decision in writing within 20 business days of the lodgement of request for review

Academic Misconduct Penalties

No Previous Record

A student with no previous record may lodge a written request for review of decision and/or penalty. The request must be lodged with the Head of School or Executive Dean within ten business days of the notification of the decision/penalty and include details of the reasons for the requested review.

Grievance Facilitator Responsibilities

The Grievance Facilitator must:

- acknowledge receipt of the request within 5 business days
- inform the Student of the decision in writing within 20 business days of receipt of the request.

Previous Record

There is no Stage 2 Formal Review for students who have a previous record. Students with a grievance and who have a previous record must proceed directly to Stage 3 – Appeals.

Note, a finding of academic misconduct can only be made following an investigation by an Academic Integrity Officer (AIO) or following a formal investigation and hearing by the Faculty's Academic Integrity Review Committee as required under the [Academic Integrity Policy](#).

Exclusion for Unsatisfactory Academic Progress

There is no Stage 2 Formal Review for students with a grievance under the [Academic Progress for Coursework Students Policy](#). The decision to exclude a student on the basis of unsatisfactory academic progress can only be made following a formal investigation.

Students with a grievance must proceed directly to Stage 3. Appeals are only available on the sole ground that there has been non-compliance with the [Academic Progress by Coursework Students Policy](#) which amounted to a serious defect in the Executive Dean's (or delegate's) decision - i.e. on procedural grounds.

Administrative Grievances

These are most commonly about matters which are the responsibility of Student Administrative Services but could include administrative decisions made within Faculties, Infrastructure, Technology Services or the University of Adelaide Library.

Executive Director, Division of Academic and Student Engagement Responsibilities

- acknowledge receipt of the request for review within 5 business days of the lodgement of request for review
- make a determination and inform the Student or other aggrieved party in the decision in writing within 20 business days of the lodgement of request for review

This part of the grievance process is compliant with the [Higher Education Support Act 2003 \(Cth\)](#), ss. 19-45, 19-50, 19-55, 209-1 and 209-10.

Enrolment Administration

Sometimes students have grievances about the administration of their enrolment details. It is often possible to resolve such grievances by speaking directly with the staff in Ask Adelaide, or an appropriate staff member in the relevant School or Faculty, in accordance with Stage 1. If a student cannot resolve their grievance by talking to the appropriate person, they may submit a written grievance as part of the Stage 2 process.

Lodge a written request for review

Lodge a written request for review with details of the reason for your grievance.

How quickly must I lodge a grievance?

As soon as practicable after the issue of grievance comes to your attention and within 20 business days.

With whom do I lodge my grievance?

This may depend on the nature of the grievance. Usually the appropriate person is either the Assistant Director Student Administration or the Head of School for the relevant course.

Advice about where to lodge a Stage 2 request for review about enrolment grievances can be obtained from:

- Ask Adelaide
- A Student Grievance Adviser

Grievance Facilitator Responsibility

- acknowledge receipt of the request for review within five (5) business days of the lodgement of request for review
- make a determination and inform the Student of the decision in writing within 20 business days of the lodgement of request for review

Administration of Scholarships and Prizes

Lodge a written request for review

Lodge a written request for review with details of the reason for your grievance.

How quickly must I lodge a grievance?

As soon as practicable after the issue or grievance comes to your attention and within 20 business days.

With whom do I lodge my grievance?

The Associate Director, Student Administration, who will:

- acknowledge receipt of the request for review within five (5) business days of the lodgement of request for review
- make a determination and inform the Student or other aggrieved party in the decision in writing within 20 business days of the lodgement of request for review.

Administration of Examinations

Lodge a written request for review

Lodge a written request for review with details of the reason for your grievance.

How quickly must I lodge a grievance?

As soon as practicable after the issue of grievance comes to your attention and within 10 business days.

With whom do I lodge my grievance?

The Associate Director, Student Administration.

Associate Director, Student Administration Responsibility

- acknowledge receipt of the request for review within five (5) business days of the lodgement of request for review
- make a determination and inform the Student or other aggrieved party in the decision in writing within 20 business days of the lodgement of request for review

Services and Facilities

Students may have a grievance about the provision of services and facilities, such as their hours of access to computer laboratories, Library borrowing restrictions, or gaining physical access to a University building.

Students who have a grievance of this type are expected to raise it with the Manager/Supervisor/Head of the responsible area in the first instance. For more information about the resolution of a grievance, please contact a [Student Grievance Adviser](#).

Alternatively, instead of submitting a formal grievance, after discussion at Stage 1 – Informal Discussion, students may wish to submit a formal suggestion or recommendation for improvement to a University facility or service.