

STUDENT GRIEVANCE MANAGEMENT POLICY

RESOLVING ACADEMIC CONCERNS

It is important that:

- the student has read and understood the relevant materials (eg. the relevant policy, Unit Outlines) before proceeding;
- all matters are discussed as quickly as possible and close as possible to the source of the problem;
- there are grounds for the complaint/appeal, as defined in the relevant policy/regulations.

The accompanying chart illustrates some of the concerns that might arise for students of the University, the relevant policies, and appropriate channels of escalation. It should be noted that complaints/appeals should be made in writing to the relevant University officer.

It must be understood that not every concern can be answered to each complainant's satisfaction; there will be occasions when the University, in following its procedures, legitimately will not give an affirmative response to a request. The Grievance Management process would only be invoked if there were clear grounds to proceed.

SUBJECT MATTER	RELEVANT POLICY/ REGULATION	SEQUENCE OF CONTACT		
Entry to a course	Admissions Policy Policy for Appeal and Review on Administrative Matters	Relevant Manager (ie Admissions Manager)	Manager's supervisor (ie Head, Student Business Services)	Academic Registrar
A School decision that directly affects a student	Student Grievance Management Policy	Course Coordinator	Head of School	Faculty Dean; student may exercise formal grievance process
A Faculty decision that directly affects a student	Student Grievance Management Policy	Head of School	Faculty Dean	Pro-Vice-Chancellor (Academic Affairs); student may access formal grievance process
A decision affecting PhD candidature (other than those covered by the Research and Professional Doctorate Degree Regulations)	Student Grievance Management Policy	Head of School	Faculty Dean	Pro-Vice-Chancellor (Research and International); student may access formal grievance process
Assessment requirements	Student Grievance Management Policy	Academic staff member concerned	Head of School	Faculty Dean; student may access formal grievance process
Academic standards (eg. teaching, supervision, units, workloads)	Student Grievance Management Policy	Academic staff member concerned	Head of School	Faculty Dean; student may access formal grievance process

SUBJECT MATTER	RELEVANT POLICY/ REGULATION	SEQUENCE OF CONTACT			
Result in a unit	Academic Regulations	Lecturer-in-charge of unit	Head of School	Faculty Board	Academic Board
Termination of enrolment on academic grounds	Academic Regulations	Course Coordinator	Head of School	Faculty Board	Academic Board
Intellectual property <ul style="list-style-type: none"> • for a coursework unit • for a research unit 	Intellectual Property Policy or Academic Honesty Policy	Lecturer-in-charge of unit Academic staff member supervising the student's work	Head of School Head of School	Faculty Dean Pro-Vice-Chancellor (Research and International)	Pro-Vice-Chancellor (Academic Affairs) Arbitration by the Australian Commercial Disputes Centre (with reference to research work)
Research ethics	<i>National Statement on the Ethical Conduct in Research Involving Humans (1999)</i>	Principal research supervisor	Chair, Human Research Ethics Committee	University Research and Research Training Management Committee	
Administration of University policies, procedures (Choice depends on issue and which policy is applicable)	Student Grievance Management Policy OR Policy for Appeal and Review on Administrative matters	Staff member concerned Decision-maker (Manager of relevant section)	Manager/Head of relevant section Head of relevant Division	Head of Directorate (eg Academic Registrar, Director of Finance, Dean) Academic Registrar	Executive Director, University Services/ Pro-Vice-Chancellor (Academic Affairs) ; student may access formal grievance process
For international students	ESOS National Code	Director, International Office	External conciliator appointed for the purpose		

SUBJECT MATTER	RELEVANT POLICY/ PROCEDURE	SEQUENCE OF CONTACT			
Availability of or access to central computing facilities	Student Grievance Management Policy	Staff member concerned	Manager/Head of relevant section	Director, Information Technology and Communication Services	Executive Director, University Services; student may access formal grievance process
Availability of or access to Library facilities	Student Grievance Management Policy	Staff member concerned	Manager of relevant Library	Director, Libraries	Pro-Vice-Chancellor (Academic Affairs); student may access formal grievance process
Sexual harassment	Sexual Harassment Policy	Sexual Harassment Adviser	Equal Opportunity Officer		

Title: Student Grievance Management Policy	Approved By: Academic Board Date: 23 February 2005 Pages: 4
Officer Responsible: Pro-Vice-Chancellor (Academic Affairs)	Contact Officer: Academic Registrar