

# Student Grievance Resolution – Governing Policy

## Schedule A: Relevant decision makers for grievances



**Note:** Where the nominated decision maker was involved in the decision at a previous stage, the review or appeal will be delegated to another appropriate senior staff member, for example, where the Course Coordinator is also the Head of School.

- **Table 1: Student-initiated grievances** (students seeking informal resolution or making a formal grievance **Stage 1**)
- **Table 2: University Decisions** (students may seek a Review at **Stage 2**)
- **Table 3: University-initiated matters** (students may seek a Review at **Stage 2**)

**Table 1: Student-initiated grievances**

Nature of Grievance	Relevant Policies and Procedures	Informal step	Stage 1 - Formal grievance Decision maker	Stage 2 - Review Decision maker	Stage 3 - Internal Appeal Decision maker
<p>Marks for an individual assessment task (other than a final mark/grade) (including request for special consideration)</p> <p>Note: This does not apply to the major research project/thesis within a Bachelor Honours Degree</p>	<p><a href="#">Review of Assessment and Final Grade - Procedures</a></p>	<p>Discuss with assessor/ refer the matter to the Course Coordinator, and/or to the Head of School (or Director, Thompson Institute). If matter not resolved by informal step, student may wait and seek a review of final grade (see Table 3, below)</p>	Course Coordinator	Head of School (or Director, Thompson Institute)	<p>n/a Lodge an Application for a Review of Final Grade (Form) (see Table 3, below)</p>
<p>Course content, or an action or decision by a staff member (or other person acting for the University) in relation to the delivery of a course e.g. WIL placement allocation</p>	<p>Various, e.g.  <a href="#">Workplace and Industry Placement - Procedures</a></p>	<p>Talk to the teaching staff / Placement Academic Supervisor/Placement Coordinator  e.g. Schools may have a process for seeking re-allocation of WIL placement locations on the grounds of exceptional circumstances</p>	Course Coordinator / Placement Academic Supervisor / Placement Coordinator	Head of School (or Director, Thompson Institute)	Deputy Vice-Chancellor (Academic)
<p>Administrative decision, service or advice, e.g. enrolment, deferred examination, fees, graduation ceremonies, etc.</p>	<p>Numerous, e.g. <a href="#">Enrolments and Graduation - Procedures</a> <a href="#">Administration of Central Examinations - Procedures</a></p>	Contact Student Central	Manager of relevant Student Services and Engagement Unit	Director, Student Services and Engagement	Pro Vice-Chancellor (Students) (only where appeal is available, as specified in relevant policies and procedures)

Nature of Grievance	Relevant Policies and Procedures	Informal step	Stage 1 - Formal grievance Decision maker	Stage 2 - Review Decision maker	Stage 3 - Internal Appeal Decision maker
Decision to grant credit transfer	<a href="#">Credit Transfer - Procedures</a>	Contact Student Central	Program Coordinator. (Director, Student Services and Engagement or nominee may apply decisions based on articulation agreements and precedents register)	Head of School (or Director, Thompson Institute)	Student Academic Appeals Committee
Allegation of discrimination, bullying or harassment - by a staff member	<a href="#">Anti-Discrimination and Freedom from Bullying and Harassment (Students) - Governing Policy</a>  <a href="#">Sexual Harassment Prevention (Students) - Governing Policy</a>  <a href="#">Anti-Discrimination and Freedom from Bullying and Harassment (Students) - Procedures</a>	Contact Student Wellbeing	Director, Human Resources (If the allegation amounts to staff misconduct, it may be referred to Vice-Chancellor and President)	n/a refer to the <a href="#">Guidelines for the Resolution of Complaints - Staff</a>	n/a
Allegation of discrimination, bullying or harassment - by another student or by a visitor	<a href="#">Anti-Discrimination and Freedom from Bullying and Harassment (Students) - Governing Policy</a>  <a href="#">Sexual Harassment Prevention (Students) - Governing Policy</a>  <a href="#">Anti-Discrimination and Freedom from Bullying and Harassment (Students) - Procedures</a>	Contact Student Wellbeing	Pro Vice-Chancellor (Students)	Deputy Vice-Chancellor (Academic)	n/a
Bachelor Honours End-on or Embedded (Differentiated Pathway) Degrees  Difficulties meeting project milestones/ program expectations; supervisory relationship; etc	<a href="#">Bachelor Honours Degree - Procedures (Part A)</a>	discuss problems with Honours Supervisor in the first instance; seek resolution with Honours Supervisor and/or Honours Coordinator	Honours Coordinator / Program Coordinator	Head of School (or Director, Thompson Institute)	Deputy Vice-Chancellor (Academic)

<b>Nature of Grievance</b>	<b>Relevant Policies and Procedures</b>	<b>Informal step</b>	<b>Stage 1 - Formal grievance Decision maker</b>	<b>Stage 2 - Review Decision maker</b>	<b>Stage 3 - Internal Appeal Decision maker</b>
Bachelor Honours – Embedded (Four Year) Degree  Issues with arrangements of their program	<a href="#">Bachelor Honours Degree - Procedures (Part B)</a>	n/a	Honours Coordinator / Program Coordinator	Head of School (or Director, Thompson Institute)	Deputy Vice-Chancellor (Academic)
Higher degree by research (HDR) candidates – Difficulties meeting research project or thesis milestones/ candidature expectations; supervisory relationship	<a href="#">Higher Degrees by Research Candidature - Procedures</a>	discuss problems with HDR Supervisor in the first instance	Head of School (or Director, Thompson Institute)	Dean, Graduate Research	Deputy Vice-Chancellor (Academic)
Privacy, including recording of personal information	<a href="#">Information Management Framework - Governing Policy</a>	n/a	Right to Information (RTI) Officer/Privacy Officer (Director, Information Services)	Deputy Vice-Chancellor (Academic)	n/a

**Table 2: University Decisions (students may seek a Review at Stage 2)**

<b>Nature of grievance - Student dissatisfied with University Decision re:</b>	<b>Relevant Policies and Procedures</b>	<b>Stage 2 - Review Decision maker</b>	<b>Stage 3 - Internal Appeal Decision maker</b>
waiving a pre-requisite or co-requisite conditions	<a href="#">Enrolments and Graduation - Procedures</a>	Head of School (or Director, Thompson Institute)	Deputy Vice-Chancellor (Academic)
request for variation of program requirements	<a href="#">Enrolments and Graduation - Procedures</a>	Deputy Vice-Chancellor (Academic)	n/a
application for removal of academic penalty; (in special circumstances)	<a href="#">Enrolments and Graduation - Procedures</a>	Director, Student Services and Engagement	Student Academic Appeals Committee
Application for removal of financial liability (in special circumstances)	<a href="#">Enrolments and Graduation - Procedures</a>	Director, Student Services and Engagement	n/a
Refund of fees	<a href="#">Enrolments and Graduation - Procedures</a>	Director, Student Services and Engagement	n/a
Decision not to award a Commonwealth Scholarship	<a href="#">Selection of Students for Commonwealth ISSP Scholarships - Procedures</a>	Deputy Vice-Chancellor (Academic)	Vice-Chancellor and President
Decision not to award a Postgraduate Research Scholarship	<a href="#">Higher Degrees by Research Scholarships - Procedures</a>	Deputy Vice-Chancellor (Research and Innovation)	Student Academic Appeals Committee
Bachelor Honours – Embedded (Four Year)  Final honours classification (process only, not a review of grade)	<a href="#">Bachelor Honours Degree - Procedures (Part B)</a>	Deputy Vice-Chancellor (Academic)	Student Academic Appeals Committee

**Table 3: University-initiated matters (students may seek a Review Stage 2)**

Nature of University Decision	Relevant Policies and Procedures	Stage 2 - Review Decision Maker	Stage 3 - Internal Appeal
<p>Final Grade for a course (including request for special consideration)</p> <p>Note: This does not apply to the major research project/ thesis within a Bachelor Honours Degree</p>	<p><a href="#">Review of Assessment and Final Grade - Procedures</a></p>	<p>Head of School (or Director, Thompson Institute) (Lodge an <a href="#">Application for a Review of Final Grade</a>)</p>	<p>Student Academic Appeals Committee</p>
<p>Failure to make satisfactory academic progress (i.e. Student issued with a <b>show cause</b> notice, as to why they should not be excluded) (Coursework students)</p>	<p><a href="#">Monitoring Academic Progress and Exclusion - Procedures</a></p>	<p>Head of School (or Director, Thompson Institute) or nominee (refer to section 5.5)  (Respond to Show Cause)</p>	<p>Student Academic Appeals Committee</p>
<p>Failure to make satisfactory academic progress (HDR candidate issued with a <b>show cause</b> notice, as to why they should not be excluded) or Termination of Higher degree by research candidature</p>	<p><a href="#">Higher Degrees by Research Candidature - Procedures</a></p>	<p>Head of School (or Director, Thompson Institute) considers the Show Cause and determines whether to: (a) Continue candidature, with any subsequent conditions; or (b) Recommend termination of candidature to the Dean, Graduate Research.  Dean, Graduate Research will determine whether to: (a) permit the student to continue under specified conditions; or (b) terminate the candidature.</p>	<p>Student Academic Appeals Committee</p>
<p>Withdrawal of a Commonwealth Scholarship</p>	<p><a href="#">Selection of Students for Commonwealth ISSP Scholarships - Procedures</a></p>	<p>Deputy Vice-Chancellor (Academic)</p>	<p>Vice-Chancellor and President</p>
<p>Withdrawal of a Postgraduate Research Scholarship</p>	<p><a href="#">Higher Degrees by Research Scholarships - Procedures</a></p>	<p>Deputy Vice-Chancellor (Research and Innovation)</p>	<p>Student Academic Appeals Committee</p>
<p>Student Academic Misconduct</p>	<p><a href="#">Student Academic Integrity - Governing Policy</a>  <a href="#">Student Academic Misconduct - Procedures</a></p>	<p>Deputy Vice-Chancellor (Academic) where determination was made by Head of School (or Director, Thompson Institute)</p>	<p>Student Academic Appeals Committee</p>
		<p>n/a, where determination of misconduct was made by Deputy Vice-Chancellor (Academic)</p>	
<p>Breach of Responsible Research Conduct</p>	<p><a href="#">Responsible Research Conduct – Governing Policy</a>  <a href="#">Student Academic Integrity - Governing Policy</a>  <a href="#">Managing and Investigating Breaches of Responsible Research Conduct – Procedures</a></p>	<p>Deputy Vice-Chancellor (Research and Innovation) (n/a, where the Deputy Vice-Chancellor (Research and Innovation) was involved in determination of breach outcome)</p>	<p>Student Academic Appeals</p>