

Graduate School of Medicine

STUDENT GRIEVANCE PROCESS FOR AN APPEAL AGAINST A DECISION OR ACTION AFFECTING YOUR ACADEMIC PERFORMANCE AND/OR ACADEMIC EXPERIENCE

WHO TO APPROACH WITH A PROBLEM OR CONCERN WITH YOUR ACADEMIC EXPERIENCE

A student who has a question or concern about a decision, act or omission of a member of staff from the Graduate School of Medicine that affects their academic or clinical experience should follow the steps set out below. You should take careful note of the deadlines for following up your grievance at each step.

Stage 1 – Informal discussion with person(s) directly involved

You should first approach the person(s) directly involved as soon as possible to discuss any question or concern. For example, you might approach your:

- Theme leader/lecturer for an explanation of a mark awarded for an assessment task;
- Phase chair /Sub Dean to discuss their decision regarding a special consideration application;
- Preceptor with a request for an explanation and/or remark

Contact the next person on the list **only after** receiving an unsatisfactory resolution from the person in Stage 1.

Stage 2 – Formal grievance resolution by the GSM

You may refer the matter in writing in an application to Appeal against Decision or Action affecting Academic or Clinical Experience, to the Sub Dean, Dr Gregg Rowland. Your application must:

1. include your name, identification number and contact details;
2. set out the nature of your grievance, any issues involved and the form of resolution that you are seeking;
3. be lodged with Dr Gregg Rowland in Bldg 28: Room G09 or the Curriculum Manager (Jodie Douglas) Bldg 28: Room G11, within ten (10) working days of the decision, act or omission about which you are complaining or of receiving your mark for an assessment task or a final result or grade awarded for a subject.

(If the matter is one that the Sub Dean was responsible for, then your application will be forwarded to the Associate Dean, Professor John Bushnell.

(If matter is still unresolved)

You may refer the matter, in writing, to the Dean, Professor Alison Jones in Bldg 28, Room 124A, within ten (10) working days of receiving a response from the Sub Dean/Associate Dean.

Note: If a person specified in one of these steps is involved in the grievance, the matter will be referred directly to the next specified person.

Sub Dean's/Associate Dean's Signature	Sub Dean's/Associate Dean's Name (Please Print)	Date

STUDENT RESPONSE

Student's Signature	Student's Name (Please Print)	Date

REVIEW BY THE DEAN - COMMENTS

Dean's Signature	Dean's Name (Please Print)	Date

STUDENT RESPONSE

Where the Academic Grievance Committee hears the matter and decides that the Faculty or Dean of Students has not followed due process, it will generally refer the matter back to the Faculty or Dean of Students for reconsideration. The Committee will not reconsider the matter itself.

Stage 5 – Appeal to Council Committee of Appeal (Students Matters)

Where you believe that there has been lack of due process in the proceedings of the Academic Review committee, you can apply, in writing, to the Vice-Principal (Administration) to refer the matter to the Council Committee of Appeal (Student Matters). The application must be lodged within ten (10) working days of being notified of the decision of the Academic Review committee.

A student, who is dissatisfied with the outcome of an appeal within the University, may appeal to the NSW Ombudsman or other external agencies.