



The Faculty of Health & Behavioural Sciences

Academic Grievance Procedure (Coursework and Honours Students)

A coursework or Honours student who has a question or concern about a decision, act or omission of a member of staff of the Faculty of Health and Behavioural Sciences that affects their academic experience should follow the steps set out below.

The UOW Academic Grievance Policy (Coursework and Honours Students) can be viewed at <http://www.uow.edu.au/about/policy/UOW058653.html>. The Faculty of Health & Behavioural Sciences Academic Grievance Procedure is consistent with UOW policy.

- **Please take careful note of the deadlines for following up your grievance, including lodging and collecting your form at each step**
- **Do NOT initiate an Academic Grievance if an Academic Consideration regarding the same matter is still in progress**

There are a range of staff members that will be involved in the grievance process. Some staff will consider your matter and determine an outcome, while others are available to advise and support you through the process. If you are not sure of the correct person to contact at any stage, you need advice about who to approach as a support person, or have other questions about the Academic Grievance procedure, please contact HBS Central (by phone on 4221 3492, by email using hbs-central@uow.edu.au or in person on Level 1, Building 41).

Stage 1 – Informal discussion in confidence with person directly involved

You should first contact the person directly involved as soon as possible and not longer than ten (10) working days after the occurrence of the event that is causing concern to discuss the matter and attempt to resolve it. Note that this is an informal process and formal records are not required to be kept at Stage 1 beyond noting the date of the conversation.

You might contact your:

- marker for an explanation of a mark awarded for an assessment task;
- placement facilitator or coordinator in relation to clinical placement issues;
- Subject Coordinator or Honours Coordinator (as appropriate) to discuss marks or grades;
- Honours supervisor where there is an issue or concern about supervision;
- Subject Coordinator where you are unhappy about their decision regarding an academic consideration application.

You might prefer to seek advice informally from other appropriate persons in the Faculty, such as your Year or Course Coordinator, School Grievance Officer or Faculty Student Support Adviser. For details of who these people are and how to contact them, please contact HBS Central (hbs-central@uow.edu.au, 4221 3492, Level 1, Bld 41).

If you are not satisfied with the outcome of Stage 1, you may elect to proceed to Stage 2.

Stage 2 – Formal grievance resolution within Faculty

Where an issue or concern is not resolved informally by directly approaching appropriate Faculty staff member under Stage 1, you may take the following steps to have the matter formally resolved within the Faculty. There are 2 steps involved in Stage 2 and they must be taken sequentially. If a person specified in one of these steps is involved in the grievance, the matter will be referred directly to the next appropriate person.

Stage 2 – Step 1: Head of School

Refer the matter in writing to the Head of the School to which the subject of concern belongs by submitting the Academic Grievance Form to HBS Central on Level 1, Building 41 within ten (10) working days of the outcome of Stage 1. Note that not all of your subjects may belong to the Faculty of Health & Behavioural Sciences even if your degree does. In this case you must refer to the Academic Grievance Procedures of the Faculty which teaches the subject of concern.

The Academic Grievance Form is available from HBS Central or on the HBS Central website at http://www.uow.edu.au/health/hbs_central.

It is not necessary to make an appointment with the Head of School to lodge your application. The Head of School may make a decision based on the documentation alone, or may contact you for further information if necessary.

You will be given a receipt upon submitting your application. Staff will notify you via student email when an outcome has been reached and you will be required to acknowledge the outcome by signing the Academic Grievance Formal Appeal form prior to being returned to you.

Note that UOW Policy requires formal records from Stage 2 – Step 1 forward to be kept. All student records are kept in the strictest of confidence.

Normally a grievance would be resolved at Head of School level. A further appeal to the Sub-Dean may be made on the grounds that due process was not followed by the School, or that new relevant information has come to light that was not available to the Head of School. In this situation proceed to Stage 2 – Step 2.

Stage 2 – Step 2: Sub-Dean of the Faculty

Refer the matter to the Sub-Dean within ten (10) working days of receiving a written response from Head of School by re-submitting your original application on the Academic Grievance Form (which includes the Head of School response). It is not necessary to make an appointment with the Sub-Dean to lodge your application. The Sub-Dean may make a decision based on the documentation alone, or may contact you for further information if necessary.

Staff will notify you via student email when an outcome has been reached and you will be required to acknowledge the outcome by signing the Academic Grievance Formal Appeal form prior to being returned to you.

If you have lost your original, a copy will be provided to you by HBS Central upon request. You will be given a second receipt upon re-submission of your application.

If you are not satisfied with the outcome of Stage 2 – Step 2, you may elect to proceed to Stage 3.

Stage 3 – Referral to Dean of Students

If the matter is not resolved to your satisfaction within the Faculty by the Sub-Dean, you may refer the matter, in writing, to the Dean of Students for consideration within ten (10) working days of receiving your final written response from the Faculty.

The Dean of Students will:

1. Decide whether the Faculty has failed to observe 'due process' and refer the matter back to the Faculty for further consideration; or
2. Conciliate the matter if appropriate; or
3. Refuse to take the matter further if there are insufficient grounds for the grievance.

'Due process' means your procedural rights under this or other policies, your right to be given a fair hearing and your right to have your case decided by someone who is not biased.

If you are not satisfied with the outcome of Stage 3, you may elect to proceed to Stage 4.

Stage 4 – Appeal to Academic Review Committee

After you have gone through Stages 1 – 3, you may appeal to the Academic Review Committee if you believe that there has been a failure to follow due process in Stages 2 or 3, or relevant new or additional information is available to you.

You must lodge your appeal in writing with the Deputy Vice-Chancellor (Academic) within ten (10) days of receiving written notification of the decision of the Dean of Students. The Deputy Vice-Chancellor (Academic) will:

1. Refer the matter to the Academic Review Committee where the appeal is based on lack of the due process; or
2. Refer the matter back to the Faculty or Dean of Students where the appeal is based on relevant new or additional information; or
3. Refuse to take the matter further where the appeal is not based on lack of due process or relevant new or additional information is not presented.

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 directly.

If you are not satisfied with the outcome of Stage 4, you may elect to proceed to Stage 5.

Stage 5 – Appeal to Council Committee of Appeal

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. The application must be lodged within ten (10) working days of being notified of the decision of the Academic Review Committee.

Support Staff and Services

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