

# Faculty of Health and Behavioural Sciences

## Student Academic Grievance Policy

A 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. Please 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. It is recommended that this occur within **seven (7)** days of receiving a mark that you think does not reflect the quality of the work. For example, you might approach your:

- Tutor for an explanation of a mark awarded for an assessment task;
- Subject Coordinator or Honours Coordinator (as appropriate) to discuss marks or grades;
- Research supervisor where there is an issue or concern about supervision;
- Subject Coordinator where you are unhappy about their decision regarding a special consideration application.

You might then seek advice informally from other appropriate persons in the Faculty:

- Your Year Coordinator or Department Grievance Officer or Faculty Student Liaison Officer.
- This person will act in a liaison role, not an advisory role, between you and the other staff member(s);
- The staff member(s) will respond – ideally directly to the student.



**If the outcome is unresolved, Stage 2 will be the next step.**



### Stage 2

Formal grievance resolution within Faculty

Where an issue or concern is not resolved informally by directly approaching appropriate Faculty staff under Stage 1, you should take the following steps to have the matter formally resolved within the Faculty.

#### Step 1

You should refer the matter, in writing, to the Head of Department. Your application must:

1. include your name, student number and contact details;
2. set out the nature of your grievance, any specific issues involved and the form of resolution that you are seeking;
3. be lodged with the Head of Department within **twenty-one (21) 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.
4. Your application will be acknowledged within seven (7) days of its receipt.



### If unresolved



#### Step 2

You should refer the matter, in writing, to the Sub-Dean within **fourteen (14) days** of receiving a written response from Head of Department.

Your application will be acknowledged within seven (7) days of its receipt.

**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.



#### Stage 3

##### Referral to Dean of Students

If the matter is not resolved within the Faculty under Stage 2, you should refer the matter, in writing, to the Dean of Students for consideration within **fourteen (14) days** of receiving your final written response from the Faculty. The Dean of Students will:

1. refuse to take the matter further if there are insufficient grounds for the grievance;
2. conciliate the matter; or
3. decide whether the Faculty has failed to observe 'due process' in dealing with 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.**

Where the Dean of Students decides that the Faculty has not followed due process, she may decide to refer the matter back to the Faculty for reconsideration of the matter or make a decision regarding the matter.



#### Stage 4

##### Appeal to Academic Grievance Committee

After you have gone through the processes explained above, you should 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 Pro Vice-Chancellor (Academic) within **fourteen (14) days** of receiving written notification of the decision of the Dean of Students. The Pro Vice-Chancellor (Academic) will either: refer the matter to the Academic Review Committee where the appeal is based on lack of the due process; refer the matter back to the Faculty or Dean of Students where the appeal is based on relevant new or additional information; or refuse to take the matter further where the appeal is **not** based on lack of due process.

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 (Student 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 **fourteen (14) days** of being notified of the decision of the Academic Review Committee.