

## FACULTY OF SCIENCE

### Procedures for appealing against a Decision or Action affecting Academic Experience (for Undergraduate and Masters Coursework students)

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

The University of Wollongong Academic Grievance Policy (Coursework and Honours Students) can be found at: <http://www.uow.edu.au/about/policy/UOW058653.html>

#### 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:

- marker for an explanation of a mark awarded for an assessment task;
- Subject Coordinator or Honours Coordinator (as appropriate) to discuss a mark awarded by an external marker, or a final mark or grade;
- 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 then seek advice informally from other appropriate persons in the School or Faculty (e.g. Subject or Degree Coordinator). If you do not know who these people are, you can visit the Faculty Office in Room 41.258 or telephone (02) 4221 3530.



#### Stage 2 – Formal grievance resolution by School or Faculty

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

##### Step 1

If the matter is related to –

\* a specific subject: you may refer the matter, on the Faculty Grievance Resolution Form, to the *Head of School in which your subject is located*.

\* your Degree: you may refer the matter, on the Faculty Grievance Resolution Form, to the *Head of the School in which your degree is located*.

All other general matters may be referred immediately to the *Faculty of Science Associate Dean (Teaching & Learning)*. Appointments can be made at the Faculty Office in Room 41.258 or telephone (02) 4221 3530.

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 relevant *Head of School* within ten (10) working days (note: “working days” exclude Saturday, Sunday and public holidays) 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 unresolved)

##### Step 2

If the School does not resolve the matter to your satisfaction, you may refer the matter, in writing, to the *Faculty of Science Associate Dean (Teaching & Learning)* within ten (10) working days of receiving a response from the *Head of School*.

**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 by the Faculty under Stage 2, you may refer the matter, in writing to the Dean of Students for consideration within ten (10) working days of receiving your final response from the Faculty. The Dean of Students may:

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, he/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 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) working days of receiving written notification of the decision of the Dean of Students. The Deputy Vice-Chancellor (Academic) will either: refer the matter to the Academic Review Committee where the appeal is based on lack of 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 ten (10) working days of being notified of the decision of the Academic Review Committee.

## Faculty of Science Grievance Resolution Form

If you have a grievance concerning a decision or action of a member of the academic staff of this Faculty that you believe has affected your academic experience and that you are unable to resolve informally, you may lodge a formal grievance. There are potentially two steps to the grievance process: the School level and the Faculty level. They are sequential. If you are not satisfied with the response from the *Head of School*, you may submit the form to the *Associate Dean (Teaching & Learning)* for consideration. You lodge your formal grievance by:

1. completing the front page of this form; and
2. submitting the form initially to the *Head of School* (via the School Office) where the grievance originated. When you submit your application, please ask the staff member to date stamp your application, note down his/her name and staff number and provide you with a photocopy of the application. **You must retain a copy of this document for your records.**

**DO NOT COMPLETE THIS DOCUMENT IF YOU ARE SEEKING ACADEMIC CONSIDERATION.**

Important Note: You must lodge your formal grievance within ten (10) working days (note: “working days” exclude Saturday, Sunday and public holidays) of the decision, act or omission about which you are complaining. After you receive a response from your *Head of School* you have ten (10) working days to refer the matter to the *Faculty’s Associate Dean (Teaching & Learning)* if you wish to take the matter further.

**DO NOT REMOVE ANY PAGES FROM THIS FORM. THIS IS THE ONLY WAY THAT WE CAN TRACK YOUR CASE IF IT IS TAKEN FURTHER.**

Student Number	Name	
Current Address		
Telephone	Email	Course Name
Subject Number	Subject Name	

### REASONS FOR APPEAL

1. Include details of the grievance, any issues that you would like addressed and the outcome that you are seeking.
2. Attach any supporting documents, including the original of the marked assessment (where applicable).


Student Signature	Date

**STAGE 2**

**REVIEW BY *HEAD OF SCHOOL* - COMMENTS**


Head of School's Signature	Head of School's Name (Please Print)	Date

**STUDENT RESPONSE**


Student Signature	Date

**STAGE 2**

**REVIEW BY *ASSOCIATE DEAN (TEACHING & LEARNING)* - COMMENTS**


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

**STUDENT RESPONSE**


Student Signature	Date

If you are not satisfied with the response of the Associate Dean (Teaching & Learning), you may refer the matter, in writing, to the Dean of Students within ten (10) days of receiving the Associate Dean’s response.