



University of  
South Australia

Centre for  
English Language

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# STUDENT GRIEVANCES AND APPEALS PROCEDURE

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## SECTION D - PROCEDURE

### Related Policy

Student Grievances and Appeals Policy

### D.1 Procedure

Responsible	Procedure Steps		W/I
	<b>1</b>	<b>Outline of the grievances and appeals process</b>	
<b>Student</b>	<b>1.1</b>	While this process outlines the four (4) stages of the Student Grievances and Appeals Process, Stage 1 is not appropriate in serious matters, for example where you have been informed of an intention to preclude you from further assessments or you have received a letter of Intention to Report (ITR). In these situations, you should commence this process at Stage 2 – formal grievance.	
	<b>2</b>	<b>Access to mediation services</b>	
<b>Student</b>	<b>2.1</b>	Community Mediation Services can assist with resolving disputes in many ways, by: <ul style="list-style-type: none"> <li>• providing information about positive and constructive alternatives to the Legal system;</li> <li>• encouraging people to explore options together to reach a mutually acceptable agreement; and</li> <li>• conducting negotiations with the other party</li> </ul>	
	<b>2.2</b>	Community Mediation Services operate offices throughout the State of South Australia, including: Adelaide City Angle Park Christies Beach Elizabeth Warradale  <a href="https://www.clcsa.org.au/">https://www.clcsa.org.au/</a>	
	<b>3</b>	<b>Stage 1 - informal grievance</b>	
<b>Student</b>	<b>3.1</b>	In the first instance, grievances should be discussed with the person/s involved if this is not possible you are free to communicate to any other staff member that may be able to assist.	
<b>Staff member</b>	<b>3.2</b>	Try to resolve the grievance and notify the student of the outcome <b>within 5 working days</b> of receipt of the grievance.	
<b>Student</b>	<b>3.3</b>	If you are not satisfied with the outcome, start Stage 2 of the process.	

Responsible	Procedure Steps		W/I
	3.4	Continue to attend classes during Stage 2.	
	<b>4</b>	<b>Stage 2 - formal grievance</b>	
<b>Student</b>	<b>4.1</b>	Submit your formal written appeal with any supporting evidence if applicable to the Student & Academic Services <b>within 20 working days.</b>	
	<b>4.1.1</b>	Appeals relating to deferred exam requests need to be submitted to the Student & Academic Services within <b>5 working days.</b>	
<b>Student and Academic Services (SAS)</b>	<b>4.2</b>	Review the appeals, check the evidence, and add any relevant documentation in relation to the appeal.	✓
	<b>4.3</b>	Send the appeal documentation to the relevant staff member for consideration. If the appeal is about financial matters, it must be sent to the College Director and Principal (CDP).	✓
<b>Staff member</b>	<b>4.4</b>	Check to ensure all processes have been correctly followed.	
	<b>4.5</b>	Review the appeal evidence and make a decision.	
	<b>4.5.1</b>	If the appeal is regarding unsatisfactory attendance and the attendance on the Intention to Report (ITR) letter is below 70%, invite the student to an interview to present their case.	
	<b>4.5.2</b>	If the student attends the interview, advise them that the appeal can only be considered on the grounds of due process being incorrectly followed.	
	<b>4.5.3</b>	Consider all other appeals on the basis of the students' written submission.	
	<b>4.6</b>	Send the outcome to Student and Academic Services.	
<b>SAS</b>	<b>4.7</b>	Implement the decision or recommendation and/or take the preventive or corrective action if required by the decision.	✓
	<b>4.8</b>	Send an outcome letter to the student <b>within 7 working days</b> of receipt of the grievance.	✓
<b>Student</b>	<b>4.9</b>	If you are not satisfied with the outcome of Stage 2, your appeal is regarding a Notice of Intention to Report (ITR) for unsatisfactory attendance, and your attendance on your ITR letter is below 70% miss Stage 3 and proceed directly to Stage 4 <b>within 10 working days</b> of the date on the Stage 2 outcome letter.	
	<b>4.10</b>	For all other appeals, submit a Stage 3 appeal <b>within 10 working days</b> of the date on the Stage 2 outcome letter.	
	<b>4.11</b>	Continue to attend classes throughout stage 3.	
	<b>5</b>	<b>Stage 3 – review of appeal decision</b>	

Responsible	Procedure Steps		W/I
Student	5.1	Submit your formal written appeal with any supporting evidence if applicable to the Student & Academic Services <b>within 10 working days</b> of receiving your Stage 2 outcome letter.	
SAS	5.2	Review the appeals, check the evidence, and add any relevant documentation in relation to the appeal.	✓
	5.3	Send the appeal documentation to the Executive Officer (EO), Appeals Committee.	✓
Executive Officer (EO), Appeals Committee	5.4	Schedule and email an invitation to the Stage 3 appeal hearing to the student.	✓
Student	5.5	Respond to the invitation to advise if you will be attending the appeal meeting.	
EO	5.6	Notify and provide the Grievance and Appeals Committee members with the details of the student appeal and advise when the appeal will be heard.	
Grievance and Appeals Committee	5.7	Review the student appeal and prepare for the meeting.	
Student	5.8	If you attend the appeal hearing, bring along any additional evidence and/or non-legal representative in relation to your appeal.	
Grievance and Appeals Committee	5.9	Hear the appeal, review and make a decision.	
		5.9.1 Any Appeals Committee members who were involved in the Stage 2 outcome decision will be excluded from the Stage 3 appeal decision.	
EO	5.10	Draft minutes of the appeal hearing and send to the Chair of the Appeals Committee to approve.	
Chair, Appeals Committee	5.11	Review and amend the draft minutes as required and return to the EO, Appeals Committee.	
EO	5.12	For Transfer/Release appeals, contact Student and Academic Services to advise them of the committee's decision and request they advise UniSA Quality and Compliance.	
SAS	5.13	Contact UniSA Quality and Compliance prior to sending out the letter to advise them of the committee's decision and to confirm if they agree or disagree with the decision. Advise EO of UniSA's decision.	
EO	5.14	Write the Stage 3 outcome of appeal/grievance letter and email it to the student <b>within 5 working days</b> of the hearing and advise SAS the outcome.	✓

Responsible	Procedure Steps		W/I	
		<b>5.14.1</b>	For Financial Appeals that are upheld, send the outcome letter to SAIBT Finance and the UPA Finance Manager.	
	<b>5.15</b>	Save the approved appeal hearing minutes on Teams.		
<b>SAS</b>	<b>5.16</b>	Implement the decision or recommendation and/or take the preventive or corrective action if required by the decision and action any conditions that have been applied.		✓
	<b>5.17</b>	Ensure conditions are monitored and penalties are applied if they are not adhered to by the student.		✓
<b>Student</b>	<b>5.18</b>	If you are not satisfied with the outcome of Stage 3, start Stage 4 <b>within 10 working days</b> of the date on the Stage 3 outcome letter.		
	<b>5.19</b>	Continue to attend classes throughout Stage 4.		
<b>SAS</b>	<b>5.20</b>	If no Stage 4 appeal has been lodged <b>within 10 working days</b> of the date on the Stage 3 outcome letter, the outcome of Stage 3 will stand.		✓
	<b>6</b>	<b>Stage 4 - external agency for international and domestic student grievances</b>		
<b>Student</b>	<b>6.1</b>	<p><b>International students:</b> The Office of the Commonwealth Ombudsman (Overseas Students Ombudsman) <a href="https://www.ombudsman.gov.au/complaints/international-student-complaints">https://www.ombudsman.gov.au/complaints/international-student-complaints</a></p> <p><b>Domestic students:</b> A range of options depending on the appeal</p> <ul style="list-style-type: none"> <li>• Equal Opportunity Commission of South Australia <a href="http://www.eoc.sa.gov.au">http://www.eoc.sa.gov.au</a></li> <li>• Office of Consumer and Business Services <a href="https://www.cbs.sa.gov.au/">https://www.cbs.sa.gov.au/</a></li> <li>• Australian Human Rights Commission <a href="http://www.hreoc.gov.au">http://www.hreoc.gov.au</a></li> <li>• Independent Higher Education Australia (IHEA) <a href="https://ihe.edu.au/">https://ihe.edu.au/</a> - available as an external reviewer for non-academic matters.</li> </ul> <p>Contact Student and Academic Services for information on lodging a Stage 4 appeal. <a href="mailto:SAIBT.CELUSA.StudentServices@navitas.com">SAIBT.CELUSA.StudentServices@navitas.com</a></p>		
<b>SAS</b>	<b>6.2</b>	Respond to External Appeal bodies' requests for information.		
	<b>6.3</b>	Ensure the student remains enrolled throughout the appeal process where required.		
<b>College Director and Principal (CDP)</b>	<b>6.4</b>	Notify the relevant staff of the external appeal body decision.		
	<b>6.5</b>	Where the external appeal body has requested policy or procedural changes, implement as required.		

Responsible	Procedure Steps		W/I
SAS	6.6	Implement the decision or recommendation and/or take the preventive or corrective action if required by the decision.	✓
	6.7	Write Stage 4 outcome letter advising the student of the outcome of the appeal and email it to the student.	✓
	7	<b>Confidentiality and record keeping</b>	
SAS	7.1	Keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.	✓

## D.2 Supporting Documentation

Form templates	Location
SAIBT and CELUSA Grievance and Appeal Online form	Pipefy
APPEAL HEARING – SAIBT or CELUSA invitation letter	Navigate
SAIBT/CELUSA APPEAL outcome letters	SharePoint

### Related material

Name	Location
Grievances and Appeals Process	SAIBT Policies and Procedures webpage
Grievances and Appeals Committee Terms of Reference	SAIBT Policies and Procedures webpage

For retention information and disposal schedules see the Navitas Records Management, Retention and Disposal policy: <https://bit.ly/2OQrJEU>

## D.3 Version Control

<b>Current Version Number</b>	4.2
<b>Date of Effect</b>	04/2024
<b>Privilege Level</b>	Public

## Stage 1: Informal Complaint

- Discussion with staff member involved in initial decision or issue.
- If sent an Intention to Report letter or have been reported for plagiarism go straight to Stage 2.
- Make an appointment to speak with an Academic Staff member within 10 working days of the decision or issue occurring.
- Notification of outcome within 5 working days.



## Stage 2: Formal Complaint

- Submit written appeal to Student Services within 20 working days of Stage 1 decision (5 days for Deferred Exam appeals).
- Decision reviewed by head of Directorate or Unit, or Academic Director.
- Written response within 7 working days



## Stage 3: Review of Appeal Decision

- Submit written appeal to Student Services within 10 working days of the Stage 2 decision.
- Decision reviewed by the Appeal Committee.
- Written response within 5 working days.



## Stage 4: External Appeal

- Lodge external appeal directly to the relevant External Appeal Body within 10 working days of Stage 3 decision.
- Decision reviewed by the Office of the Commonwealth Ombudsman
- Written response in accordance with the Office of the Commonwealth Ombudsman decision.

### \* To make an appointment with an Academic staff member please contact Student & Academic Services directly\*

- Stage 1 is not appropriate in serious matters, for example where the student has received a Letter of Intention to Report. Students in this situation should commence the appeal process from Stage 2.
- Students over 18 **may** be accompanied by a support person (excluding legal rep) to a Stage 3 appeal hearing. Students under the age of 18 **must** be accompanied by a support person.
- Contact the Office of the Commonwealth Ombudsman (Overseas Student Ombudsman):  
In Australia, call: 1300 362 072  
Outside Australia, call +61 2 6276 0111