

Overview of the Student Grievance process as outlined in the Procedure: Student Grievance

1. Preliminary action (clause 5)

A student should first attempt to resolve an issue directly with the staff member or student concerned, as soon as possible after the incident has occurred. This is known as Preliminary Action.

For information and support about how to resolve a grievance, including how to approach Preliminary Action, students are warmly encouraged to contact a [Grievance Officer](#). Wherever possible, a Grievance Officer will respond within 48 hours.

2. Raising a formal grievance (clause 6)

If Preliminary Action does not resolve an issue, a student may raise a Formal Grievance within 6 months of the incident in question. A student must contact a Grievance Officer in order to raise a Formal Grievance.

If a Formal Grievance is raised, a Senior Officer will be identified to investigate the grievance. In most cases the Senior Officer will be the student's Dean. The Senior Officer will work with the student and other relevant parties, and will provide a proposed resolution in writing within 20 working days. The student and any other party must then accept or decline the resolution within 5 working days.

3. Referral to the Deputy Vice Chancellor / Head of Campus (clause 7)

If the Senior Officer's resolution is not accepted by the student or any other party, the Senior Officer will refer the matter to the Deputy Vice Chancellor / Head of Campus within 5 working days.

The Deputy Vice Chancellor / Head of Campus or nominee will carry out a review of the grievance. The review will be completed within 20 working days and the student will be notified in writing within 5 working days of the decision.

4. External review (clause 8)

If a student is dissatisfied with the decision of the Deputy Vice Chancellor / Head of Campus, within 5 working days the student may request an independent external review.*

Within 5 working days the Deputy Vice Chancellor / Head of Campus will refer the grievance to an External Reviewer. The External Reviewer will review the process and consider whether it was fair and proper, and will provide written recommendations within 20 working days.*

* *This is the external review process for domestic students. For the external review process for international students, refer to clause 8.6.*

Note: The time limits referred to above and in the Procedure: Student Grievance are to enable a swift and efficient resolution of student grievances. They may be varied by the University for the purpose of properly considering the grievance and with the consent of all parties.

For more information regarding the student grievance process, including frequently asked questions, please refer to the [University website](#).

Document updated 3 July 2020