



STUDENT GRIEVANCES AND APPEALS PROCEDURE

Version:	Approved by:			Approval Date:	Effective Date:	Next Review:		
4	UOWCA General Manager			September 2018	January 2019	January 2023		
Responsible Officer:	UOWCA General Manager				Document No:	UOWC-SS-PRO-50		
Purpose:	The purpose of this procedure is to ensure a transparent and consistent approach to the handling of internal grievances and appeals aligned with the requirements in the UOW College Australia Student Grievances and Appeals Policy.							
Scope:	UOWCA	✓	UOWCHK		UOWD		UOWGE	
	This procedure applies to: a. all current students of the College; and b. prospective students only in cases where the grievance pertains to a refund decision; and c. students who are no longer current students in cases where the grievance pertained to a decision made whilst they were enrolled in a College course; and d. Students who are not satisfied with the outcome of a remark request. This procedure does not apply in the following instances which fall within the scope of other policies including: e. Any allegations involving the conduct of other students will be managed by the <i>Procedure for Managing Alleged Student Misconduct</i> ; f. Complaints submitted via the Feedback Portal provided on the College webpage will be managed by the <i>Feedback Procedure</i> g. Students seeking review of assessment decisions are required to submit a Remark Request Form, as outlined in the <i>Assessment Guidelines and Remark Request Procedure</i> .							
Related Documents:	Student Grievance and Appeals Policy Student Grievance Form Appeal Form Feedback Procedure Procedure for Managing Alleged Student Misconduct <i>Assessment Guidelines and Remark Request Procedure</i> Critical Incident Policy							
References & Legislation:	The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 10 Higher Education Standards Framework (Threshold Standards) 2015, Standard 2.4 Standards for Registered Training Organisations 2015, Standard 6 General Retention and Disposal Authority – University Records (GDA23 State Records NSW) No. 17.0.0 – 17.1.2							

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1. Stage 1 – Informal Approach to Resolve the Grievance

Person	Responsibility:
Student	<p>1.1. Where possible, approach the person(s) directly involved in the grievance to discuss the matter within 20 working days,</p> <p>1.2. In cases where the grievance pertains to the decision(s) or action(s) of the College General Manager, Stages 1 and 2 of the grievance resolution process are not applicable and the student must lodge a Stage 3 Appeal to the Head of the Legal and Governance Unit.</p> <p>1.3. Students may seek informal advice or support from other appropriate College staff members.</p> <p>1.4. If the grievance is of a serious nature, students should approach a Student Advisor to discuss the grievance and seek advice. However if the grievance pertains to the conduct of a Student Advisor, the student may escalate the matter to a Senior member of staff, including, but not limited to the:</p> <ul style="list-style-type: none"> a. Student Services Manager, b. Head of Program, or c. General Manager.
Student Advisor/ Teacher or other Senior Member of Staff	<p>1.5. Provide advice or support informally to student. Where the grievance is of a serious nature, provide advice regarding the applicable policy and refer the student to the most appropriate staff member.</p> <p>1.6. Where possible, assist student to raise the issue with the person/s involved and facilitate an informal discussion between the student and the person/s involved.</p> <p>1.7. If the matter is not resolved at Stage 1 or it is not appropriate to seek an informal resolution with the person/s involved, assist students to proceed to Stage 2.</p> <p>1.8. In cases of emergency and/or where a student's personal safety is at immediate threat, or if there is a legislative requirement for the College to report matters to the police, report the matter to the General Manager</p>

	<p>and/or Student Services Manager immediately for referral to the police and UOW Security. If immediate contact is not possible, report the matter directly to UOW Security.</p> <p>Notification of Outcome</p> <p>1.9. Notify student informally either verbally or via email of the Stage 1 outcome and ensure the student receives relevant information about the grievance resolution process.</p>
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2. Stage 2 – Formal Grievance to Head of Program

Person	Responsibility:
Student	<p>2.1 Where a matter is not resolved at Stage 1, students may seek formal resolution by the relevant Head of Program.</p> <p>2.2 Complete a <i>Student Grievance Form</i> and submit the completed form with any supporting documentation directly to the relevant Appeal Body as listed in Schedule 1 below within 10 working days of receiving an outcome from Stage 1 of the process.</p> <p>2.3 This form is available from either:</p> <ul style="list-style-type: none"> i. The College reception desk at Building 30; or ii. The College website: https://www.uowcollege.edu.au/about/policies-procedures/index.html
Head of Program	<p>2.4 Ensure the student receives relevant information about the grievance resolution process.</p> <p>2.5 Examine and consider all relevant documentation and evidence provided, and where required consult with the General Manager, speak to the student and/or other relevant parties to make a determination.</p> <p>2.6 Inform the student if more than 10 working days are required to finalise the grievance, including reasons why more than 10 working days are</p>

	<p>required. Provide the student with regular updates on the progress of the matter.</p> <p>Notification of Outcome</p> <p>2.7 Notify the student in writing of the Stage 2 outcome including reasons for the decision within 10 working days of receiving the Student Grievance Form.</p> <p>2.8 The notification must include information regarding the student's right to submit a Stage 3 Appeal within 10 working days of being notified of the College's decision if they are not satisfied with the Stage 2 outcome.</p> <p>2.9 Ensure retention and disposal dates are recorded in the Appeals Register in accordance with section 8.3 of the Student Grievance and Appeals Policy which pertains to 'Record Keeping' which states all records and documents relating to an Appeal will be retained for a minimum of 6 years regardless of outcome.</p>
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3. Submitting a Stage 3 Appeal

Person	Responsibility:
Student	<p>3.1 If a student wishes to appeal a Stage 2 outcome or any other decision made by the College General Manager, they may appeal in writing to the Head of Legal and Governance.</p> <p>3.2 Students must complete an Appeal Form which is available from either</p> <ul style="list-style-type: none"> a. The College reception desk at Building 30; or b. The College website: https://www.uowcollege.edu.au/about/policies-procedures/index.html <p>3.3 The form must contain the student's contact details, signature and date along with any supporting documentation before it can be submitted, to</p>



	<p>the Head of Legal and Governance (see Schedule 1 below for contact details).</p> <p>3.4 Depending on the nature of the appeal, the Appeal Form and any supporting documentation must be submitted within:</p> <ul style="list-style-type: none">a. 10 working days of receiving a response from the Head of Program at Stage 2; orb. 10 working days of receiving a response from Stage 1 if the grievance relates to decisions or actions of the College General Manager; andc. 20 working days of receiving notification of a decision made by the College General Manager.
College Administration	<p>3.5 Forward electronic copies of all Appeal documentation to the Student Appeals Officer via college-compliance@uow.edu.au mailbox.</p> <p>3.6 If an Appeal Form has not been completed in full, and the student has submitted the form via email or post, contact the student to advise their Appeal will not be submitted to the Head of Legal and Governance until the form is complete. Where possible, obtain any missing information over the phone. All attempts to contact the student and any additional information the student provides must be recorded in the Customer Records Management System (CRM).</p> <p>3.7 If a student submits their Appeal documentation in person at College Reception, upon submission check the Appeal Form has been completed in full.</p> <ul style="list-style-type: none">a. If the Appeal Form has been completed in full, date stamp the form then scan and email the Appeal documentation to the Student Appeals Officer.b. If the Appeal Form has not been completed in full, the Appeal documentation must be returned to the student at reception to be completed. If the student is no longer present at reception, then refer to step 3.6 of this procedure.

4. Process Appeal

Officer:	Responsibility:
Student Appeals Officer	<p>4.1 Update the <i>Appeals Register</i> with the following details:</p> <ul style="list-style-type: none"> i. Student and Course Details; ii. Decision Appealed; iii. Basis of Appeal; and iv. Date of Outcome Due <p>4.2 If the Head of Legal and Governance was involved in the decision subject to appeal, advise the College Management team that they will need to identify another suitable delegate to review and determine the Appeal outcome.</p> <p>4.3 Send student an Appeal Receipt to the student's nominated email account noted on their Appeal Form or via post if the student has indicated this as their preferred method of communication.</p> <p>4.4 The Appeal Receipt must include:</p> <ul style="list-style-type: none"> i. Acknowledgement that the Head of Legal and Governance has received the Appeal; and ii. An outline of the decision being reviewed and the due date for the appeal outcome.

5. Determination of Appeal Outcome

Officer:	Responsibility:
Student Appeals Officer	<p>5.1. Set up meeting with Head of Legal and Governance or Nominated Delegate to present a Memo which contains the following information:</p> <ul style="list-style-type: none"> i. Appeal Summary ii. Material Facts/ Background iii. UOWCA Decision

	<p>iv. UOWCA Policy</p> <p>v. Recommendation</p> <p>5.2. Provide clarification, further information and answer any questions the Head of Legal and Governance or Nominated Delegate may have.</p> <p>5.3. Update <i>Appeals Register</i> and note final decision as well as due date for external appeal where relevant.</p>
Head of Legal and Governance, or Nominated Delegate	<p>5.4. Review Memo</p> <p>5.5. Determine the appeal outcome at meeting.</p> <p>5.6. Record the decision, reason(s) for outcome and any actions required on the Appeal Form.</p>

6. Notification of Appeal Outcome

Officer:	Responsibility:
Student Appeals Officer	<p>6.1 Send notification of appeal outcome to student with reasons for outcome in writing within 10 working days of the Stage 3 Appeal submission and include a copy of page 2 of the completed <i>Appeal Form</i>.</p> <p>6.2 If appeal was unsuccessful provide student with the <i>Appeal Information Sheet</i> and advise student they must notify the College in writing of their intention to lodge a Stage 4 External Appeal and submit evidence of the appeal lodgment by the deadline, otherwise the Stage 3 Appeal decision will stand and any consequences of that decision will be subsequently actioned.</p> <p>6.3 If appeal was successful advise student of the consequences of this decision and any further action that will be taken as a result of this decision.</p> <p>6.4 Send notification to student via the preferred method of communication as indicated on the Appeal Form and retain a digital copy of the appeal outcome on file and in CRM.</p> <p>a. If student is notified <u>via email</u>, send correspondence from the College Compliance Mailbox (college-</p>

	<p>compliance@uow.edu.au).</p> <p>b. If student is notified <u>via post</u>, record the date the notification is posted to the student in CRM.</p> <p>6.5 Update <i>Appeals Register</i> with outcome, reasons for outcome and notification details.</p>
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7. Finalise Appeal

Officer:	Responsibility:
Student Appeals Officer	<p>7.1 If appeal was successful: notify relevant staff via email of appeal outcome and any actions they are to implement, where applicable.</p> <p>7.2 If appeal was unsuccessful: note the deadline for the Stage 4 External Appeal in the <i>Appeals Register</i>. If student has notified the College that they do not intend to lodge Stage 4 External Appeal, the Stage 3 Appeal decision stands. In all cases, update the <i>Appeals Register</i>.</p> <p>7.3 If appeal was unsuccessful and the student has <u>not</u> notified the College of their intention to lodge a Stage 4 External Appeal and has not submitted evidence of appeal lodgment by the deadline: the Stage 3 Appeal decision stands and any consequences of that decision will be subsequently actioned. In all cases, update the <i>Appeals Register</i>.</p> <p>7.4 If 7.2 or 7.3 apply and the decision pertains to the College's intention to report to Department of Home Affairs (DoHA) for unsatisfactory attendance or course progress:</p> <ol style="list-style-type: none"> Proceed to report student on PRISMS; Make a note in CRM; and Notify the student in writing. <p>7.5 If student has notified the College of intention to lodge Stage 4 External Appeal and has submitted evidence of appeal lodgment: maintain a record of appeal documents until external appeal outcome. Where a student has not submitted evidence of</p>



	<p>their Stage 4 External Appeal lodgment by the deadline the Stage 3 decision stands and any consequences of the decisions should be actioned</p>
7.6	<p>If student notifies the College of their intention to lodge Stage 4 External Appeal but does <u>not</u> submit evidence of the appeal lodgment within 5 working days: contact the student to remind them of this requirement and advise the Stage 3 decision will stand, and any consequences of the decisions will be actioned, if they do not submit evidence of their appeal lodgment by the due date. All attempts to contact the student and/ or any follow-up action required must be recorded in CRM.</p>
7.7	<p>If Stage 4 External Appeal is unsuccessful and student is appealing decision to report to DoHA for unsatisfactory attendance or course progress, proceed to report as per step 7.4.</p>
7.8	<p>If Stage 4 External Appeal is successful: Forward external appeal outcome notification to Manager Regulatory Affairs for review and action. Manager Regulatory Affairs to ensure any recommendations made by the external authority are actioned/implemented by UOWCA/UOWGE/UOW.</p>
7.9	<p>Note the retention and disposal dates in the Appeals Register in accordance with section 8.3 of the Student Grievance and Appeals Policy which pertains to 'Record Keeping' which states all records and documents relating to an Appeal will be retained for a minimum of</p> <ul style="list-style-type: none">i. 6 years regardless of outcome; orii. 15 years if the Appeal is escalated to Stage 3 or 4 and results in a significant change to College procedure.

8. Change History

Version	Approved By	Date Effective	Amendment
1	Julie Renwick	11/12/12	New procedure
2	Julie Renwick	21/01/14	Procedure amended in accordance with Student Grievance Policy revision; Migrated to new template.
3	Compliance Officer	21/07/2016	Minor change only – College branding and document formatting updated.
4	Policy and Compliance Officer	26/09/2018	Procedure amended in accordance with substantive changes made to Student Grievance and Appeals Policy revision and migrated to new template.