



STUDENT GRIEVANCE AND APPEALS POLICY

Version:	Approved by:	Approval Date:	Effective Date:	Next Review:	
14	UOWCA General Manager	1 November 2024	1 November 2024	1 November 2025	
Responsible Officer:	UOWCA General Manager		Document No:	UOWC-SS-POL-128	
Purpose:	<p>This Policy manages and responds to:</p> <ol style="list-style-type: none"> 1. Student requests for a review of decisions made by The College; and 2. Any allegations involving the conduct of staff or Agents of The College. <p>This Policy does not replace any other responsibilities which may arise under other College policies or under statute, or any other law.</p>				
Scope:	UOWCA	✓	UOWCHK	UOWD	UOWGE
	<p>This policy applies to:</p> <ol style="list-style-type: none"> 1. All Current Students of The College; 2. Prospective students of The College (for Grievance – Non- Academic Matters only); 3. Students who are no longer Current Students in cases where the Grievance pertained to a decision made whilst they were enrolled in a College course; and 4. Students who are not satisfied with the outcome of a remark request. <p>This policy does not apply in the following instances which fall within the scope of other policies including:</p> <ol style="list-style-type: none"> 1. Any allegations involving the conduct of other students will be managed by the <i>Procedure for Managing Alleged Student Misconduct</i>; 2. Complaints submitted via the Feedback Portal provided on the College webpage will be managed by the <i>Feedback Policy</i>; 3. Students seeking review of assessment decisions are required to submit a <i>Remark Request Form</i>, as outlined in the <i>Assessment Guidelines</i> and <i>Remark Request Procedure</i>. <p>This policy covers academic and non-academic Grievances and Appeals. Grievances relating to academic and non-academic matters are referred to in this policy collectively as <i>Grievances</i> and will be managed by UOW College Australia (UOWCA) in the same manner unless otherwise stipulated.</p>				
Related Documents:	<p>Appeal Form</p> <p>Bullying and Harassment Policy</p> <p>Feedback Policy</p> <p>Incident Management Policy</p> <p>Procedure for Managing Alleged Student Misconduct</p> <p>Sexual Harm Response and Sexual Harassment Prevention Policy</p> <p>Student Grievance and Appeals Procedure</p> <p>Student Grievance Form</p>				



	Student Handbook
References and Legislation:	<i>General Retention and Disposal Authority: higher and further education (GA-47 State Records NSW)</i> <i>Higher Education Provider Guidelines 2023</i> <i>Higher Education Standards Framework (Threshold Standards) 2021</i> <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> <i>Standards for Registered Training Organisations 2015</i>

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1. Definitions

Word/Term/Acronym:	Definition:
Agent	A third-party provider providing services on behalf of The College under a written agreement, such as a recruitment Agent or training provider.
Appeal	The reassessment of a Grievance when the student is not satisfied with the decision or outcome.
The College	Refers to the UOW College Australia (UOWCA).
Complainant	The student or prospective student lodging the formal complaint or Appeal.
Current Student	A person enrolled in a course of study at The College.
Nominated Delegate	The substantive, acting or temporary occupant formally appointed by the Executive Director, Commercial and Legal to determine the outcome of a Stage 3 Appeal with delegated authority under this policy.
External Authority	The relevant independent body with responsibility for external review of UOW College decisions. Relevant External Authority details are outlined in Section 4, Stage 4 of this Policy.
Grievance	A concern or complaint in relation to academic and non-academic matters arising from a decision, act, or omission by a member of College staff or committee, or an Agent representing The College.
Grievance – Academic Matters	Grievances that concern a decision, act, or omission by a member of College staff or committee which relate to (but are not limited to) student progress, assessment, curriculum, and awards in a course of study.
Grievance – Non- Academic Matters	Grievances that concern a decision, act or omission by a member of College staff or committee, or an Agent representing The College, which do not relate to academic matters, and include matters in relation to (but not limited to) admission processes, personal information held by The College in relation to the student, the administration of the Commonwealth Scholarships Program, refunds and other fee-related matters, sensitive matters including sexual assault and sexual harassment, unlawful behaviour and behaviour contrary to The College's codes and rules. The College's <i>Bullying and Harassment Policy</i> , <i>Sexual Harm Response and Sexual Harassment Prevention Policy</i> and/or <i>Incident Management Policy</i> may also be applicable in these instances.
Head of Program	Refers to The College Academic Program Manager, ELICOS Program Manager, Assistant Program Manager Academic, RTO Manager Vocational Programs, and relevant RTO Manager, Vocational Programs.
Procedural Fairness	Relates to the fairness of the procedure by which a decision is made, and not the fairness in a substantive sense of that decision.
Respondent	The person whose action or behaviour is complained about in the Grievance.

2. Policy Principles

2.1. The following general principles underpin The College's approach to the resolution of Grievances and Appeals and will be applied in all cases:

1. The College informs students about Grievances and Appeals processes and how to access relevant policies and procedures during their orientation program;
2. The College will provide an environment where Complainants are able to raise issues of concern, free from fear of retribution, victimisation and discrimination;
3. The College will provide an accessible Grievance resolution process at reasonable or no cost to the Complainant;
4. The College will ensure Grievances and Appeals are acknowledged in writing and finalised as soon as practicable;
5. The College is committed to the early and informal resolution of Grievances in a timely manner;
6. The assessment a complaint or appeal will be conducted in a professional, fair and transparent manner;
7. Parties involved in a Grievance must participate in the Grievance resolution process in good faith;
8. In accordance with the principles of Procedural Fairness, parties involved in a Grievance resolution process have a right to a fair hearing, and to have a decision made by an impartial and unbiased decision-maker;
9. The confidentiality of parties involved in a Grievance is respected, subject to the need to fully investigate the matter and any legal requirements for disclosure;
10. The College or the student may ask for an interpreter to be present, and the student may be accompanied and assisted by a support person at any relevant meetings.
11. Both the Complainant and Respondent have the right to be accompanied or represented by a third party and must bear any costs associated with their procurement of such services. The College will not disclose a Complainant's personal information to any third-party representative without the Complainant's written consent;



~~4.12.~~ The College will maintain a student's enrolment throughout all stages of the Grievance process for all types of Grievances and Appeals, except if the Grievance is against The College's decision to defer or suspend a student's enrolment due to misbehaviour, actual or alleged (in cases where the urgency provisions in the procedure for managing alleged student misconduct have been exercised), or to cancel the student's enrolment - in these cases the student's enrolment may be restricted and will only be maintained throughout the internal Appeals process;

3. Grievance Resolution and Appeals Process

3.1. There are four (4) stages in this process:

Stage 1: Informal approach to resolve the Grievance;

Stage 2: Formal Grievance to Head of Program;

Stage 3: Appeal to UOWGE Executive Director, Commercial and Legal;

Stage 4: External Appeal.

3.2. Where Grievance pertains to the decision(s) or action(s) of the Head of Program, the process must commence at Stage 1. If the Grievance is not resolved at Stage 1, the matter must then proceed directly to Stage 3.

3.3. Where the Grievance pertains to the decision(s) or action(s) of the General Manager, Deputy General Manager, or Agent representing The College, the process must commence at Stage 3.

3.4. Submission of Stage 2 formal Grievance and Stage 3 Appeal documentation must be submitted by one of the following methods:

1. In person at; UOW College Reception Desk, Building 30; or
2. Via post to; UOW College Australia, Building 30, Northfields Avenue, University of Wollongong, Wollongong, NSW 2522; or
3. Via email to: college-compliance@uow.edu.au.

4. Stages of the Process

Stage 1 – Informal Resolution

- 4.1. Students who have a Grievance about a decision, act or omission by a member of College staff or a Committee relating to an academic or non-academic matter should commence the Grievance resolution process at Stage 1 and seek to resolve the Grievance informally, except in cases where Clause 3.3 applies.
- 4.2. Whether the Grievance relates to an academic matter or a non-academic matter, Stage 1 of the Grievance resolution process requires students to discuss the matter with a College Student Advisor in the first instance who will provide advice regarding any other applicable policies, refer matters to the most appropriate area and seek to resolve the Grievance informally.
- 4.3. Where the Grievance pertains to the conduct of a Student Advisor, the student may escalate the matter to a Senior member of staff as listed below, including, but not limited to:
 1. Student Services Manager; or
 2. Head of Program.
- 4.4. Notwithstanding the current policies in place which may be applicable, including the *Incident Management Policy*, there may also be a legislative requirement for The College to report matters to the Police, via UOW Security. In cases of an emergency and/or where a student's personal safety is threatened, the student may also contact the Police.
- 4.5. The Complainant and the Respondent (where applicable) will be notified of the Stage 1 outcome informally, either verbally or via email, by the staff member initially approached by the Complainant, or thereafter tasked, to investigate and seek informal resolution of the Grievance.

Stage 2 – Formal Grievance to Head of Program

- 4.6. Where a Grievance is not resolved at Stage 1, Complainants may progress to Stage 2 and seek formal resolution by the relevant Head of Program. Complainants are required to complete and submit a *Student Grievance Form* within ten (10) working days of receiving an outcome at Stage 1 of the process. This form is available from The College reception desk and The College website.
- 4.7. The Head of Program must attempt to resolve the matter directly and ensure the Complainant receives relevant information about the Grievance process.
- 4.8. The Head of Program must examine and consider all relevant documentation and evidence provided and where required, may consult with the Deputy or General Manager and speak to the Complainant and other relevant parties to make a determination.
- 4.9. Where the Grievance pertains to a decision, act or omission by a member of College staff or a Committee, the Head of Program must refer Grievances to the Deputy or General Manager if they have insufficient authority to implement a resolution.

Notification of Stage 2 Outcome



- 4.10. The Head of Program must notify the Complainant and the Respondent in writing of the Stage 2 outcome including reasons for the decision and the Complainant's right to submit a Stage 3 Appeal if the Complainant is not satisfied with the outcome at Stage 2, within ten (10) working days of receiving the Student Grievance Form.
- 4.11. Where the Head of Program requires more than 10 working days to finalise the Grievance, the Head of Program must inform the Complainant and the Respondent in writing and explain why more than ten (10) working days are required to finalise the Grievance. They must also regularly update the Complainant on the progress of the matter.

Stage 3: Appeal to the Executive Director, Commercial and Legal

- 4.12. A Complainant may proceed to a Stage 3 Appeal to the Executive Director, Commercial and Legal, in the following circumstances:
 1. If a Complainant is not satisfied with the outcome of Stage 1 of the Grievance process and the Grievance pertains to the decision(s) or action(s) of the Head of Program (see Clause 3.2); or
 2. If a Complainant is not satisfied with the outcome at Stage 2 of the Grievance process; or
 3. The Grievance pertains to the decision(s) or action(s) of the General Manager, the Deputy General Manager or an Agent representing The College (see Clause 3.3); or
 4. If a student is deemed to have unsatisfactory course progress and The College intends to place the student on a course status of 'Exclusion' and, in the case of international students, intends to report the student to Department of Home Affairs; or
 5. If an international student is deemed to have unsatisfactory course attendance and The College intends to report the student to Department of Home Affairs.
- 4.13. Complainants who seek to proceed with a Stage 3 Appeal are required to complete and submit an *Appeal Form*, available from The College reception desk and The College website, in accordance with the instructions on the form, along with any supporting documentation, in the applicable timeframe, as follows:
 1. Within ten (10) working days of receiving a response at Stage 2 of the process from the Head of Program;
 2. Within ten (10) working days of receiving a response at Stage 1 of the process if the Grievance pertains to the decision(s) or action(s) of the Head of Program (see Clause 3.2);
 3. If a complaint pertains to an action or decision of an Agent, then within ten (10) working days of that action or decision;
 4. Within twenty (20) working days of receiving notification of a decision from the General Manager or Deputy General Manager which pertains to an academic or non-academic matter; or



5. Within twenty (20) working days of receiving notification from The College that the student is deemed to have unsatisfactory course progress or unsatisfactory course attendance.
- 4.14. Complainants may only Appeal at Stage 3 of the process on the following grounds:
 1. The College or Agent did not follow College policy and/or procedure; and/or
 2. There is new relevant information (new documentary evidence required); and/or,
 3. A decision did not adhere to the principles of Procedural Fairness.
 - 4.15. The *Appeal Form* must identify the reason for the Appeal. All relevant documentary evidence to support the Appeal must be provided by the Complainant with the *Appeal Form*.
 - 4.16. The Student Appeals Officer will examine all relevant documentation and evidence provided and may also consult with the General Manager and/ or Deputy General Manager (unless the complaint pertains to the General Manager or Deputy General Manager), speak to the Complainant, or consult other relevant parties in order to make a recommendation regarding the Appeal outcome. This information will then be presented to the Executive Director, Commercial and Legal, or Nominated Delegate, to determine the outcome of the Stage 3 Appeal.
 - 4.17. The Executive Director, Commercial and Legal can assign another suitable member of the Management team as the Nominated Delegate to review and determine the outcome of the Stage 3 Appeal. This may occur in circumstances where, for example, the Executive Director, Commercial and Legal is unavailable or was involved in the Grievance subject to the Stage 3 Appeal.
 - 4.18. The Executive Director, Commercial and Legal or Nominated Delegate will review the circumstances underpinning the ground(s) for Appeal and determine whether or not the relevant policies and/or procedures have been followed correctly.
 - 4.19. In circumstances where the Executive Director, Commercial and Legal (or Nominated Delegate) finds that all relevant policies and procedures have been followed correctly, discretion to allow the Appeal (in whole or in part) may still be exercised by the Executive Director, Commercial and Legal (or Nominated Delegate) for compassionate reasons. Such discretion would only be exercised after considering the Complainant's individual circumstances and all supporting documentation and following the assessment by the Executive Director, Commercial and Legal (or Nominated Delegate) that the circumstances were beyond the control of the Complainant, a significant impact on the Complainant's studies and compelling compassionate grounds were demonstrated.

Notification to Complainant

- 4.20. The Complainant must be notified, in writing, of the Stage 3 outcome including detailed reasons for the decision, within ten (10) working days of the Appeal submission.
- 4.21. Where the Executive Director, Commercial (or Nominated Delegate) requires more than ten (10) working days to finalise the Appeal, the Complainant must be advised of these circumstances in writing by the Student Appeals Officer and must receive regular updates on the progress of the matter.

- 4.22. If the Appeal is unsuccessful at Stage 3, the Complainant must also be notified of their right to Appeal to an External Authority or independent mediator as detailed at Stage 4 of the Grievance Resolution Process.

Stage 4 – External Appeal

- 4.23. Complainants must exhaust all available internal review options as detailed above before pursuing an external review at Stage 4.
- 4.24. If Complainants are not satisfied with the Stage 3 outcome, they can request for the Grievance to be reviewed by the relevant external Appeal body as specified in Schedule 1 'Appeal Contact Details'.
- 4.25. If a Complainant decides to pursue a Stage 4 external Appeal, they must notify the Commercial and Legal Division of this decision, in writing, within ten (10) working days of the notification of the Stage 3 outcome.
- 4.26. If The College does not receive any notification from the Complainant of their intention to lodge a Stage 4 External Appeal, then The College will action the outcome of the Stage 3 Appeal.
- 4.27. Complainants will bear all reasonable costs associated with the Stage 4 external Appeal.
- 4.28. Any domestic students enrolled in a Vocational Education and Training (VET) program who wish to pursue a Stage 4 external Appeal regarding a matter not related to VET Student Loans will be referred to an external mediation service (see Schedule 1 'Appeal Contact Details'). The College will fully participate in this process and the Complainant will bear all reasonable costs incurred.
- 4.29. Complainants must provide evidence of the external Appeal lodgement to The College within five (5) working days from the date of notifying The College of their intention to lodge and pursue a Stage 4 external Appeal. This evidence is required so The College is able to halt any natural courses of action associated with the Stage 3 outcome until they have received a response from the External Authority. Evidence may include an email acknowledgement receipt from the external body, an Appeal reference number or a copy of the application form verifying the lodgement date.

5. External Appeal against Notice of Intention to Report for Unsatisfactory Attendance or Course Progress

- 5.1. International students who are Appealing a decision to report them to the Department of Home Affairs for unsatisfactory attendance or course progress should exhaust all available internal review options as detailed above before pursuing external review at Stage 4.
- 5.2. In cases where the Appeal pertains to a decision to report the student to the Department of Home Affairs for unsatisfactory attendance or course progress and the student has lodged an external Appeal, The College will await the outcome of only one (1) external Appeal before reporting the student to the Department of Home Affairs, provided the external Appeal outcome supports this decision.



- 5.3. International students who do not notify The College of their Stage 4 external Appeal in accordance with Clause 4.29 will be reported to the Department of Home Affairs after the ten (10) working day period for notification to The College of the intention to lodge a Stage 4 Appeal has lapsed.

6. Recommendations Arising from External Review

- 6.1. In cases where the external review body provides The College with any recommendations arising from the review, those recommendations will be actioned within ten (10) working days of receipt from the external review body.
- 6.2. In circumstances where the Complainant fails to notify The College that they have pursued a Stage 4 external Appeal and recommendations are subsequently received from an external review body, The College will consider those recommendations and action where possible.

7. Withdrawing a Grievance or Appeal

- 7.1. Complainants may withdraw a Grievance or Appeal at any stage in the process, in writing, to the person handling the matter, who will notify relevant parties that the Grievance or Appeal is concluded.

8. Record Keeping

- 8.1. All parties involved in the Grievance are obliged to keep records in line with preserving confidentiality and respecting privacy in accordance with the privacy policy and other relevant privacy legislation.
- 8.2. The College will store and retain electronic records in accordance with the General Retention and Disposal Authority: higher and further education (GA-47 State Records NSW).

9. Change History

Version	Approved By	Date Effective	Amendment
1	WCA Academic Board	16/11/07	New Policy
2	Julie Renwick	09/02/09	External Authority list amended. NZ references removed. Reference to 10 days to submit Grievance deleted.
3	WCA Academic Board	19/10/09	Reduction in the number of stages, six to five, in the academic Grievance resolution process.
4	ITC Quality Manager	10/08/10	Migrated to new template
5	Ian Tobin	20/06/11	Updated for name change. Ombudsman details updated, UOWC address updated.



6	UOWC Academic Board	05/12/13	Merged Academic and Non-Academic Grievance policies; Reference to Academic and Non-Academic Grievances removed; Reduction in number of stages - five to four; External Appeal notification parameters included; Appeal bodies and details updated; Updated to accommodate new College courses and leadership structure; Alignment with UOW policy; Migrated to new template.
7	General Manager	2/9/14	Minor Change – added correct submission details
8	UOW College Academic Board	19/03/15	Incorporation of UOW College Vocational Courses. Review of title 'Head of Program'.
9	WCA Academic Board	2016	Implement outcomes of UOW Business Assurance Audit (April 2016); Reference to General Retention and Disposal Authority added; Correct version recorded in footer (9); Added definitions for 'Current Student' & 'External Authority'; Updated Section 5 for record keeping procedures consistent with current best practice; Update contact details for current Head of Programs; Migrated to new template.
10	UOWCA Academic Board	5 December 2018	Revised Principles, Scope, and Definitions. Amendments to notification periods and inclusion of mediator services for VET student cohorts in accordance with the Standards for Registered Training Organisations 2015. Application on the new UOWGE Policy template.
11	UOWCA Academic Board	9 April 2019	Implemented outcomes of Desktop Audit conducted by Department of Education and Training. Revised scope and policy principles. Developed an expanded definition of 'Grievance' which pertains to both academic and non-academic matters. Included contact details for the Administrative Appeals Tribunal within Schedule 1 as an external Appeal body for students enrolled The College's Academic Diploma Programs in accordance with the Higher Education Provider Guidelines 2012.
12	UOWCA Academic Board	17/12/2020	Revised rules for Stage 3 Appeals. Policy now provides for students to access Appeal mechanism with respect to unsatisfactory course progress, unsatisfactory attendance and with respect to the decisions of Deputy General Manager in both academic and non-academic matters.
13	UOWCA Academic Board	13/05/2024	Minor administrative updates to definitions and policy to incorporate complaints management in regard to Third Party Agents and other students after recommendation from ASQA/CRICOS Audit. Updated Schedule Contact Details.
14	UOWCA General Manager	1/11/2024	Updates made to address National Code Standard 10.2 and to incorporate complaints management regarding third-party agents



			and other students, following recommendations from the ASQA/CRICOS audit.
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SCHEDULE 1: CONTACT DETAILS

STAGES 1 – 3 OF THE GRIEVANCE RESOLUTION AND APPEALS PROCESS

STAGE OF PROCESS	PROGRAM	APPEAL BODY	CONTACT DETAILS
STAGE 1	All	Student Advisor	<p>Email: college-advisor@uow.edu.au</p> <p>Address: UOW College Australia, Building 30, Northfields Avenue, University of Wollongong, Wollongong NSW 2522</p> <p>Telephone: (02) 4252 8821 or (02) 4252 8838</p>
	All	Student Services Manager	<p>Email: college-compliance@uow.edu.au</p> <p>Address: UOW College Australia, Building 30, Northfields Avenue, University of Wollongong, Wollongong NSW 2522</p> <p>Telephone: (02) 4252 8984</p>
	All	Head of Program	<p>Email: college-compliance@uow.edu.au</p> <p>Address: UOW College Australia, Building 30, Northfields Avenue, University of Wollongong, Wollongong NSW 2522</p> <p>Telephone: (02) 4252 8984</p>
STAGE 2	All	Head of Program	<p>Email: college-compliance@uow.edu.au</p> <p>Address: UOW College Australia, Building 30, Northfields Avenue, University of Wollongong, Wollongong NSW 2522</p> <p>Telephone: (02) 4252 8984</p>



STAGE 3	All	Executive Director, Commercial and Legal	Email: college-compliance@uow.edu.au Telephone: (02) 4221 5430
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CONTACT DETAILS FOR STAGE 4 EXTERNAL APPEALS

Stage 4 Appeals must be submitted to the relevant external body.

INTERNATIONAL STUDENTS		
PROGRAM	APPEAL BODY	CONTACT DETAILS
<ul style="list-style-type: none"> Foundation Studies Programs 	NSW Ombudsman	<u>NSW Office of the Ombudsman</u> Phone: 1800 451 524 Email: nswombo@ombo.nsw.gov.au Website: www.ombo.nsw.gov.au
<ul style="list-style-type: none"> Academic Diploma Programs English Language (ELICOS) Programs Vocational Education and Training (VET) Programs 	Overseas Student Ombudsman (a specialist role of the Commonwealth Ombudsman)	<u>Commonwealth Ombudsman</u> Phone: 1300 362 072 Email: ombudsman@ombudsman.gov.au Website: https://www.ombudsman.gov.au/complaints/international-student-complaints
DOMESTIC STUDENTS		
PROGRAM	APPEAL BODY	CONTACT DETAILS
<ul style="list-style-type: none"> Academic Diploma Programs Non-Award Pathway Programs (University Entrance Program) 	NSW Ombudsman	<u>NSW Office of the Ombudsman</u> Phone: 1800 451 524 Email: nswombo@ombo.nsw.gov.au Website: www.ombo.nsw.gov.au
<ul style="list-style-type: none"> Vocational Education and Training (VET) Programs 	VET Student Loans Ombudsman (a specialist role of the Commonwealth Ombudsman) Contact the National Training Complaints Hotline if you have other questions and concerns	<u>Commonwealth Ombudsman</u> Phone: 1300 362 072 Email: VET@ombudsman.gov.au Website: https://www.ombudsman.gov.au/complaints/vet-student-loan-complaints <u>National Training Complaints Hotline</u> Phone: 13 38 73 Website: https://www.dewr.gov.au/national-training-complaints-hotline