



STUDENT GRIEVANCE AND APPEALS

Policy

DEFINITIONS

Terms in this document, for which definitions are not provided in the text or may not be self-evident or for which usage at ACC may differ to that in other higher education institutions are as follows:

Appeal: A formal communication of objection to an academic outcome or decision.

Grievance: Informal (usually verbal) or formal (usually in writing) communication of dissatisfaction with an academic or other student matter which is not an Appeal (as defined above).

Independent External Review or Appeal: Avenues of Appeal that are external to, and independent of the College.

Internal Processes: Refers to those processes (in this instance Appeal processes) conducted by the ACC staff and/or the Student Academic Appeals Committee and, where relevant the Academic Board.

Natural Justice – Natural justice refers to a due process that displays fairness to all parties. It includes the right to be heard, the right of reply, the right to be treated fairly and the right to be informed of allegation(s) being made.

PURPOSE

The purpose of this Policy is to document ACC's approach to the handling of student grievances and appeals. This Policy also outlines the informal and formal sections of the process and the escalation of grievances and appeals through internal processes and to independent external review.

Student grievances and appeals include all manner of student issues including appeals under the *Assessment of Coursework Policy and Procedures*, *Grades and Results Policy and Procedures*, *Academic Progress Policies and Procedures* and *Academic Integrity Policies and Procedures*, *Attendance Policy and Procedures* and any other matter of student dissatisfaction.

The associated *Student Grievance and Appeals Procedures* provide clear disclosure of the appropriate processes that are to take place to ensure that all students are treated in a fair equitable and confidential manner.

SCOPE

This policy and related procedures apply to all students (domestic and international), both already enrolled and who have applied for admission to studies at the ACC, who may have a grievance or wish to pursue an academic appeal.

They also apply to staff of the College, including local and international agents engaged by the ACC to provide recruitment and admission services.

POLICY

ACC is committed to the following principles in the management of grievances and appeals:

- Procedural Fairness and objectivity
- Natural justice
- Transparency
- Confidentiality
- Timeliness
- Without prejudice.

The management of all student grievances and appeals is at no cost to the student.

Students are able to have an advocate/support person with them at any meetings or hearings in relation to an academic grievance or appeal. An advocate/support person is nominated by the student to provide support and/or representation.

Students are able to independently engage professional advice in relation to grievances and appeals. Any independent professional engaged by the student to provide advice to the individual students is at the students own cost.

The student grievance and appeals process includes the following stages:

- Informal consideration
- Formal consideration
 - Stage 1 – Student Academic Appeals Committee (SAAC) or Finance, Audit and Risk Committee (FARC) - Review or Appeal
 - Stage 2 – Academic Board (AcB) or Board of Directors (BoD) Review or Appeal
 - Stage 3 – Independent External Review or Appeal.

To maintain full accountability, fairness and academic transparency, the ACC has established a Student Academic Appeals Committee (SAAC) of the Academic Board. This Committee is available as the second stage of formal escalation of an academic grievance or appeal. A full outline of the SAAC functions, responsibilities and membership can be found within the Student Academic Appeals Committee Terms of Reference within the *ACC Governance Framework*.

The ACC Finance, Audit and Risk Committee (FARC) is responsible to consider all Formal consideration – Stage 1 non-academic grievances. A full outline of the FARC functions, responsibilities and membership can be found within the Finance Audit and Risk Committee Terms of Reference within the *ACC Governance Framework*.

IMPLEMENTATION and MONITORING

The implementation of this Policy is the responsibility of the ACC President.

REVIEW

The ACC's *Student Grievance Appeals Policy* is normally reviewed every three years.

It is a policy of the ACC that any Policy or Procedure may be reviewed earlier as indicated by internal or external factors (including but not limited to such factors as changes in the guidelines of regulatory authorities,

accreditation/registration requirements of the profession, or relevant legislation at state or federal level) as determined the Board of Directors and/or Academic Board.

RELATED POLICY DOCUMENTS

- Student Grievance and Appeals Procedures
- Governance Framework
- Recruitment and Admissions Policies and Procedures
- Academic Progress Policy and Procedures
- Student Support Policy and Procedures
- Assessment of Coursework Policy and Procedures
- Grades and Results Policy and Procedures
- Academic Integrity Policy and Procedures: Students
- Attendance Policy and Procedures.

VERSION CONTROL

Document: T005 Student Grievance and Appeals Policy		
Responsible Officer: President		
Initially reviewed by: Academic Board/ Finance, Audit and Risk Committee		Date: February/March 2023
Reviewed and approved by: Board of Directors		Date: 2 March 2023
Version: V1.0	Replaces Version(s): N/A	Next Review: March 2026
HESF	2.4 Student Grievances and Complaints 7.3 Information Management	2.4 7.3.3c
Nature of Change	Initial policy combining academic and non-academic grievances and appeals.	