A7.3 Administrative Grievance Procedures

Scope
These procedures support the Student Grievance Management Policy.

Introduction
These procedures cover the four steps of the University’s approach to resolution in respect of student administrative grievances, that is, grievances by students about the services and facilities provided by the University, or about administrative decisions made by the University, usually by professional staff. The four steps are:

i. Informal discussion
ii. Formal Review
iii. Internal Appeal
iv. External Review and Appeal.

Specific procedures and timelines are specified for the main categories of administrative decisions. If a student’s grievance does not fit within the particular grievance category specified, use the ‘Other administrative grievances’ process.

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1. Refund of tuition fees and charges
For a student who is dissatisfied with a decision following a request for a refund of a tuition fee or charge, the following procedures apply.

Step 1
Discuss the matter with the person who notified the student of the decision. The notification should include reasons for the decision, which can be discussed with the decision-maker.

Step 2
Lodge a written request for review of the decision, including information and/or documentation additional to that included in the original request, and comment on the reasons provided in the original notification.
To whom is the request submitted?  
To the Manager, Student Administration  

By when is the request submitted?  
Within 28 calendar days of the date of receipt of notification of the original decision

Manager, Student Administration’s responsibilities

a. Acknowledge receipt of the request within three working days.
b. Consider the request, make enquiries and seek advice as necessary.
c. Make a determination and inform the student of the decision in writing to their University email account within 10 working days of receipt of request.

Step 3

Apply to have the matter heard by the Student Grievance and Appeals Committee.

See Student Grievance and Appeals Committee Procedures for information about the Student Grievance and Appeals Committee process.

Step 4

Seek external appeal and review as per clause 6.4 of the Student Grievance Management Policy.

2. Re-credit of FEE-HELP liability and remission of FEE-HELP debt

Step 1

Students who are dissatisfied with a determination made by the Manager, Student Administration about remission of FEE-HELP liability should go straight to Step 2.

Step 2

Lodge a written request for review of the decision, including the date of the original decisions, the reasons for applying for the review and additional relevant evidence. Additional evidence must be original documents or certified copies.

To whom is the request submitted?  
To the Review Officer (Director, Operations and Services)

By when is the request submitted?  
Within 28 calendar days of the date of receipt of notification of the original decision.

Review Officer’s responsibilities

a. Acknowledge receipt of request for review within 3 working days.
b. Advise the student of the timelines that will apply to the review.
c. Provide a written decision to the student, including reasons for the decision within the timelines advised in the acknowledgement of the request for review (b).

Step 3

By law, there is no option for an internal appeal against the Review Officer’s determination. Go straight to Step 4.

Step 4

Seek external appeal and review by the Administrative Appeals Tribunal (AAT) for a review of the original determination or a decision made by the Review Officer. The Adelaide AAT Registry is located at:

Administrative Appeals Tribunal
11th Floor Chesser House
91 Grenfell Street
Adelaide SA 5000
Phone 08 8201 0600
The AAT website provides up to date information about fees that apply to lodging an appeal.

3. Penalties related to payment of fees and charges

For a student who is dissatisfied with a decision to impose a penalty in respect of non-payment or late payment of fees and charges, the following procedures apply.

Step 1
Discuss the decision informally with the person who notified the student of the fee penalty.

Step 2
Submit a written request for a formal review of the decision to impose a penalty, with reasons why the student believes the decision should be different.

To whom is the request submitted? By when is the request submitted?
To the Manager, Student Administration Within 10 working days of the date of notification of the penalty

Manager, Student Administration’s responsibilities

a. Acknowledge receipt of the request within three working days.
b. Consider the request, make enquiries and seek advice as necessary.
c. Make a determination and inform the student of the decision in writing within 10 working days of receipt of the request.

Step 3
Apply to have the matter heard by the Student Grievance and Appeals Committee.

See Student Grievance and Appeals Committee Procedures for information about the Student Grievance and Appeals Committee process.

Step 4
Seek external appeal and review as per clause 6.4 of the Student Grievance Management Policy.

4. Student administration matters

For a student who is dissatisfied with an aspect of the administration of the student’s association with the University, such as admission, enrolment, examinations, scholarships and prizes or graduation, the following procedures apply.

Step 1
Discuss the issue informally with a staff member in the office responsible for administration of that issue.

Step 2
Submit a written request for a formal review of the student’s grievance, with an explanation of why the student is dissatisfied and what outcome the student is seeking.

To whom is the request submitted? By when is the request submitted?
To the Manager, Student Administration Within 10 working days of the grievance coming to the student’s attention

Manager, Student Administration’s responsibilities

a. Acknowledge receipt of the request within three working days.
b. Consider the request, make enquiries and seek advice as necessary.
c. Make a determination and inform the student of the decision in writing within 10 working
days of receipt of the request.

Step 3
Apply to have the matter heard by the Student Grievance and Appeals Committee. See Student
Grievance and Appeals Committee Procedures for information about the Student Grievance and
Appeals Committee process.

Step 4
Seek external appeal and review as per clause 6.4 of the Student Grievance Management Policy.

5. Services and facilities
For a student who is dissatisfied with general services and facilities provided, such as library hours or
borrowing limits, access to buildings and facilities, and quality of support services, the following
procedures apply.

Step 1
Discuss the grievance informally with the staff member in charge of the service or facility, such as
the Librarian in respect of library matters, the Manager, Student Administration in respect of student
support matters and the Head of School in respect of building and facility access.

Step 2
Submit a written request for review of the student’s grievance, outlining the concerns and the
outcome sought.

To whom is the request submitted? By when is the request submitted?
To the Director, Operations and Services No specific time limit

Director, Operations and Services responsibilities
a. Acknowledge receipt of the request within three working days.
b. Consider the request, make enquiries and seek advice as necessary.
c. Make a determination and inform the student of the decision in writing within 10 working
days of receipt of the request.

Alternative Step 2:
Because grievances of this nature are often due to the availability of University resources, an
alternative to a formal request for review is submission of a formal suggestion for improvement to a
University facility or service to the Director, Operations and Services.

Step 3
Apply to have the matter heard by the Student Grievance and Appeals Committee. See Student
Grievance and Appeals Committee Procedures for information about the Student Grievance and
Appeals Committee process.

Step 4
Seek external appeal and review as per clause 6.4 of the Student Grievance Management Policy.

6. Other administrative grievances
If none of the above categories cover a student’s academic grievance with the University follow
these steps:
Step 1
Discuss the grievance informally with the staff member who has the closest association with it.

Step 2
Submit a written request for a formal review to the supervisor of the person who has made the decision or taken the action about which the student has a grievance.

To whom is the request submitted?  By when is the request submitted?
To the appropriate supervisor  Within 10 working days of the date of the decision or action that led to the student having a grievance

Supervisor’s responsibilities
a. Acknowledge receipt of the request within three working days.
b. Consider the request, make enquiries and seek advice as necessary.
c. Make a determination and inform the student of the decision in writing within 10 working days of receipt of the request.

Step 3
Apply to have the matter heard by the Student Grievance and Appeals Committee. See Student Grievance and Appeals Committee Procedures for information about the Student Grievance and Appeals Committee process.

Step 4
Seek external appeal and review as per clause 6.4 of the Student Grievance Management Policy.