

COMPLAINTS AND APPEALS MANUAL

Relevant documentation:

Academic Progress Rules 2007 <http://www.anu.edu.au/cabs/rules/acadprogressrules.pdf>

Discipline Rules (No.4 2006) <http://www.anu.edu.au/cabs/rules/DisciplineRules.pdf>

Examinations Rules 2006 <http://www.anu.edu.au/cabs/rules/ExamsRules.pdf>

Student Complaint Resolution Procedure

http://info.anu.edu.au/Policies/_DVC/Procedures/Student_Complaint_Resolution.asp?tab=0

Academic Progress Procedure http://info.anu.edu.au/Policies/_REG/Procedures/Academic_Progress.asp

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (Standards 8 and 13)

http://www.dest.gov.au/sectors/international_education/publications_resources/profiles/revised_national_code.htm

Best Practice Principles when administering appeals

- Documentation from a Medical Practitioner should always include the practice stamp.
- Any complaint and appeal documentation sent to a student should be sent “Registered Post”.
- Students should receive an acknowledgement receipt of any appeal documentation submitted.
- The 20 working day rule for students to be given the opportunity to appeal must always be abided by.
- The appeal process must start within 10 working days. The process is considered to have commenced once the student has been given their acknowledgement receipt.
- All documentation must be kept on file.
- Timeliness is imperative. Students should be informed of any decisions from the outcome of appeal no more than 7 days of the appeal hearing.
- Ensuring that any translation of documentation related to complaints and appeals is translated officially through The National Accreditation Authority for Translators and Interpreters (NAATI).

Maintenance of enrolment for cases of misconduct

There is flexibility for universities in certain circumstances in relation to the National Code Standard 8.4 “If the student chooses to access the registered provider’s complaints and appeals processes as per this standard, the registered provider must maintain the student’s enrolment while the complaints and appeals process is ongoing”.

As indicated in Q13A of the National Code Explanatory Guide (http://aei.dest.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/PartD/Standard_13.htm) “In cases where the provider has reason for concern for the welfare of the student or those with whom the student may come into contact, the provider can cancel the student’s enrolment prior to completion of the appeals process”.

Appeal process for Misconduct

Due to the individual nature of each misconduct case it is impossible to develop a “one size fits all” business process for this. The key issues for Colleges to remember when conducting these cases are:

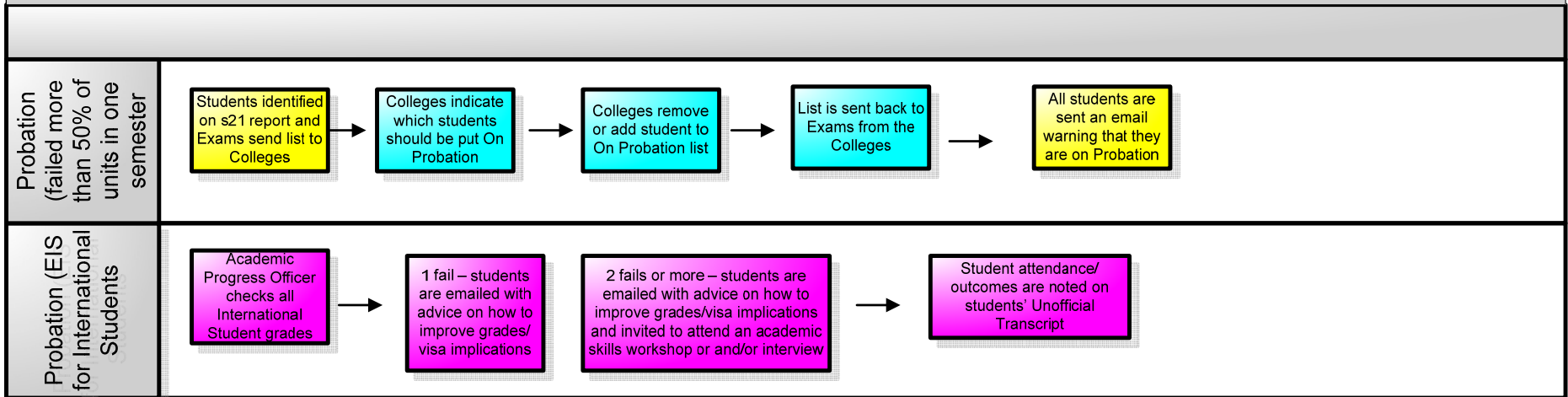
- Ensuring that 20 working days are given for students to respond to any intention to suspend or cancel their enrolment.
- Ensuring that the appeal process commences within 10 working days of the formal lodgement of the complaint or appeal.
- Following the Discipline Rules.

Complaints and Appeals website for International students

The website for Complaints and Appeals for International students has been updated to incorporate the requirements of the National Code. The website is available at:

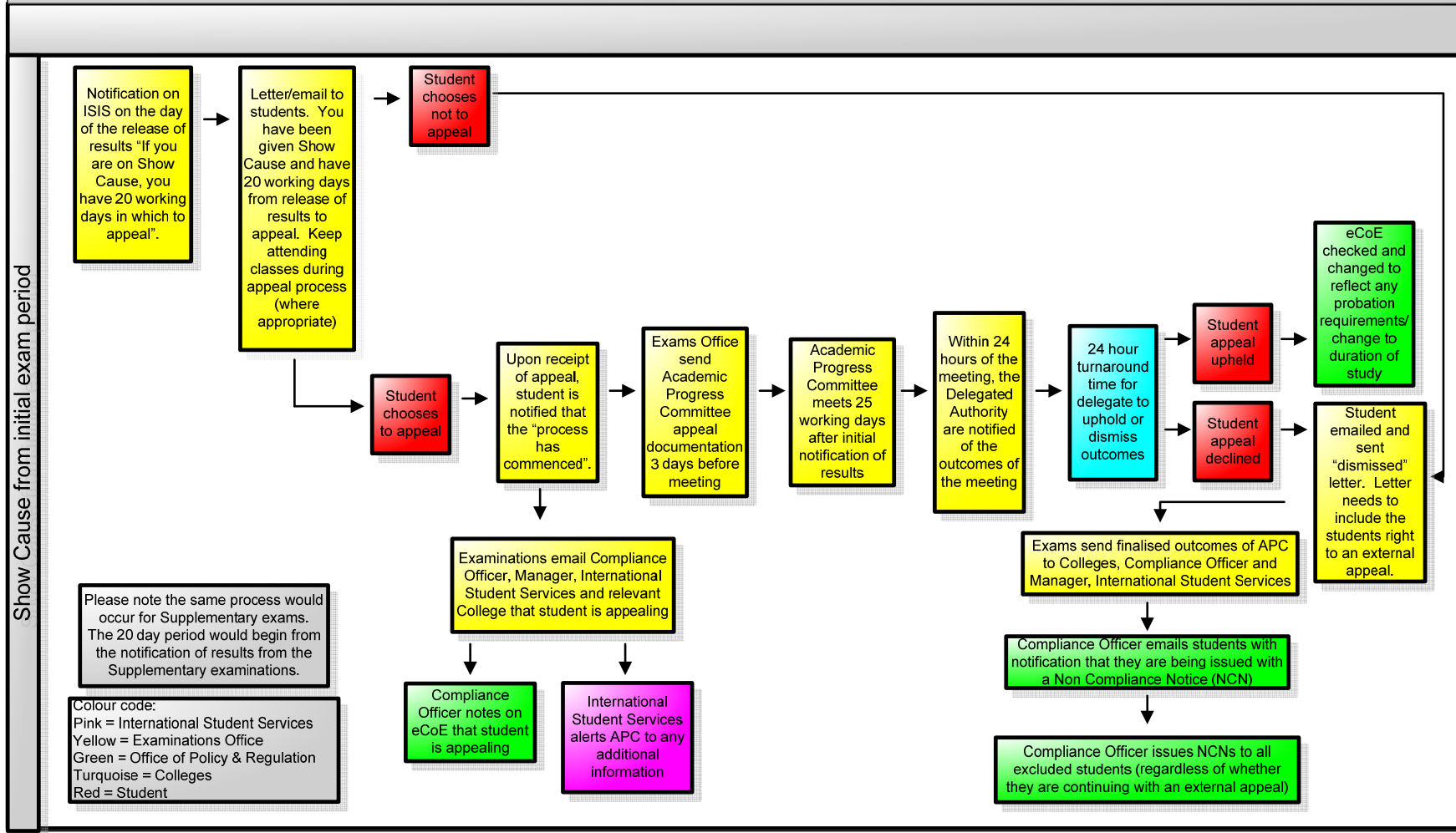
http://info.anu.edu.au/StudyAt/International_Office/student_life/mediation.asp

Complaints and Appeals Process for Academic Progress



Colour code:
 Pink = International Student Services
 Yellow = Examinations Office
 Green = Office of Policy & Regulation
 Turquoise = Colleges

Complaints and Appeals Process for Academic Progress



Note: It would be useful if when a student appeals/is thinking of appealing/has academic progress issues that all staff keep other relevant staff informed. Where appropriate, cc all correspondence to the Compliance Officer, Manager, International Student Services, Manager, Examinations & Graduations and the relevant Student Administration Manager in the Colleges.

Acknowledgement Receipt template

I (NAME OF STAFF MEMBER) acknowledge the receipt of appeal documentation from (STUDENT NAME, STUDENT ID)

This documentation will be considered in accordance with Government and ANU legislation, rules and statutes.

DATE