

3.2 Grievance Resolution Processes

The following flow chart describes the steps, within the University, a student should take to have a grievance dealt with or to appeal one or more of the decisions listed. Concerns or complaints should, initially, be addressed to the person listed first in the flow chart. However, in some cases, that may not always be possible or appropriate so the next person listed in the flow chart should be approached.

It should be noted that where all avenues for escalation or appeal listed in the following flow chart have been exhausted, without reaching what the student considers to be a satisfactory outcome, the student may then take the matter to the Office of the Queensland Ombudsman¹. The Ombudsman would normally focus on issues of procedural compliance or fairness in the decision making process rather than matters concerning academic judgement.

Important Note: The Ombudsman may decline to investigate a complaint if the student making the complaint has not first attempted to resolve the problem through the University's grievance resolution process.

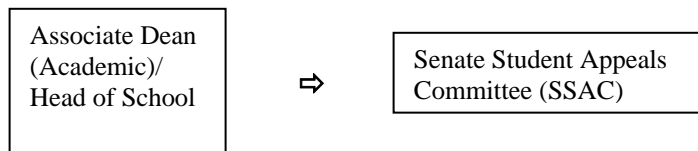
The Ombudsman's Office should be contacted for specific advice regarding particular circumstances.

3.2 (i) Academic grievances handled under the Senate Student Appeals process:

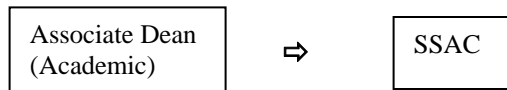
A. COURSEWORK STUDENTS

(diploma, bachelor, graduate certificate, graduate diploma, masters by coursework)

ADMISSION TO A PROGRAM NOT GOVERNED BY THE ADMISSION RULES

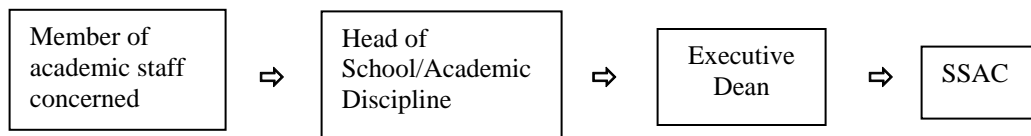


RE-ENROLMENT FOLLOWING EXCLUSION



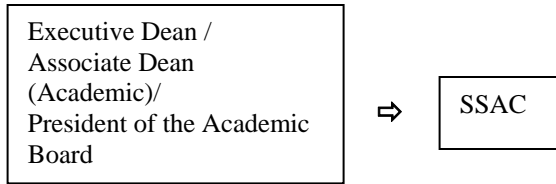
ASSESSMENT

(But see Note A for the basis on which a grievance can go beyond your Executive Dean to the SSAC)

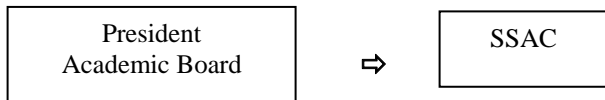


¹ Details regarding the Office of the Queensland Ombudsman can be found at <http://www.ombudsman.qld.gov.au/cms/>

ANOTHER DECISION BY YOUR EXECUTIVE DEAN, ASSOCIATE DEAN (ACADEMIC), OR THE PRESIDENT OF THE ACADEMIC BOARD THAT DIRECTLY AFFECTS YOU



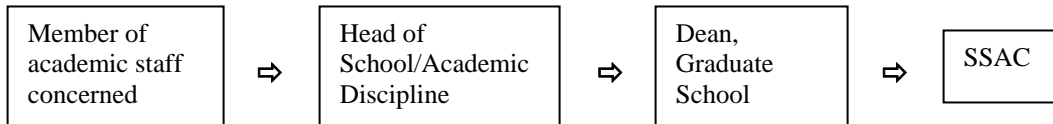
CHANGE TO FINALISED RESULTS (Refer to HUPP 3.20.1)



B. RESEARCH HIGHER DEGREE STUDENTS (PhD, MPhil only)

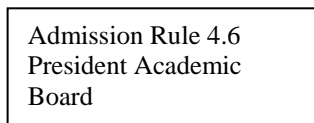
ALL MATTERS RELATING TO ADMISSION, ENROLMENT OR ASSESSMENT OF THE DOCTOR OF PHILOSOPHY OR MASTER OF PHILOSOPHY

(But see Note A for the basis on which a grievance can go beyond your Executive Dean to the SSAC)



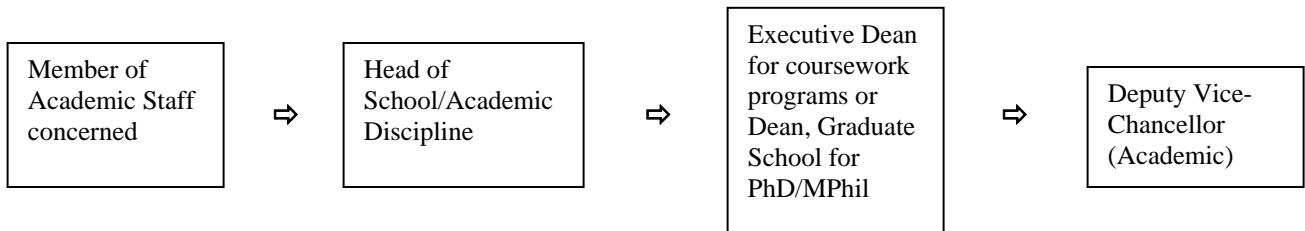
3.2 (ii) Academic grievances handled outside the Senate Student Appeals process

QUOTA ENTRY

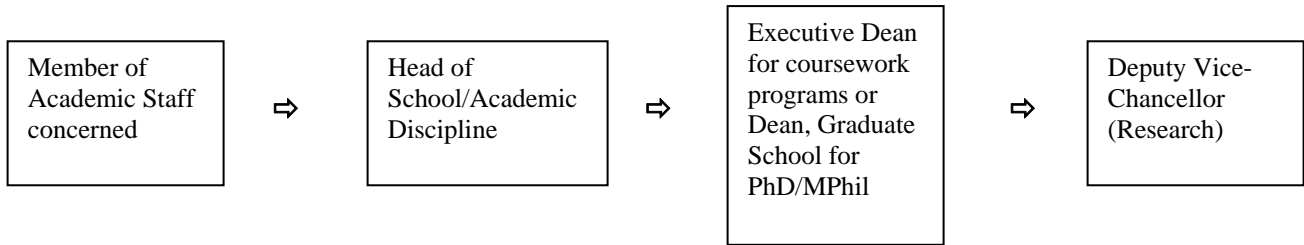


ACADEMIC OR TEACHING STANDARDS

[see Note B. at 3.2 (v)]



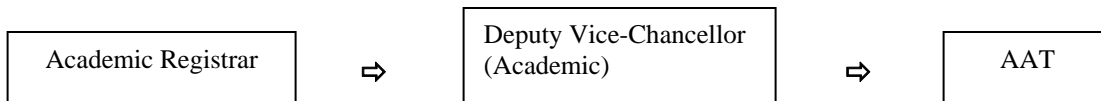
AUTHORSHIP, INTELLECTUAL PRORERTY, RESEARCH ETHICS



(Some cases relating to the management of intellectual property may be referred more appropriately to the Executive Director (Operations) for resolution)

3.2 (iii) Administrative Grievance:

REMISSION OF FEES FOR COMMONWEALTH SUPPORTED STUDENTS (HECS-HELP and FEE-HELP),



Please note that the Administrative Appeal Tribunal (AAT) is a body external to the University that has legislative responsibility for managing appeals related to the remission of HECS and FEE-HELP liabilities and Student Learning Entitlements for undergraduate Commonwealth supported students

RE-CREDIT OF FEES FOR FULL FEE PAYING STUDENTS WHO PAY UP-FRONT (INTERNATIONAL AND DOMESTIC STUDENTS)

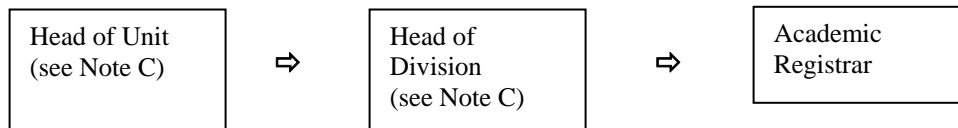


International and domestic full fee paying students have the right to take further action under Australia's consumer protection laws.

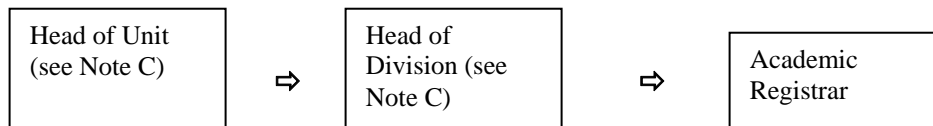
CHANGE TO FINALISED RESULTS ARISING FROM ADMINISTRATIVE ERRORS



ADMINISTRATION OF POLICIES AND PROCEDURES

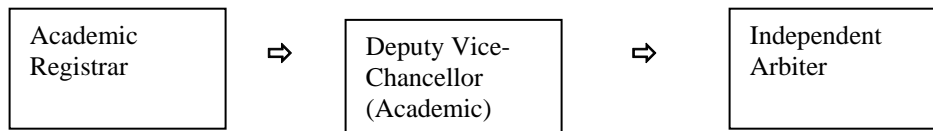


AVAILABILITY OF, OR ACCESS TO UNIVERSITY RESOURCES & FACILITIES, INCLUDING THE LIBRARY



[The Academic Registrar may refer some administrative grievances to the Executive Director (Operations) for resolution]

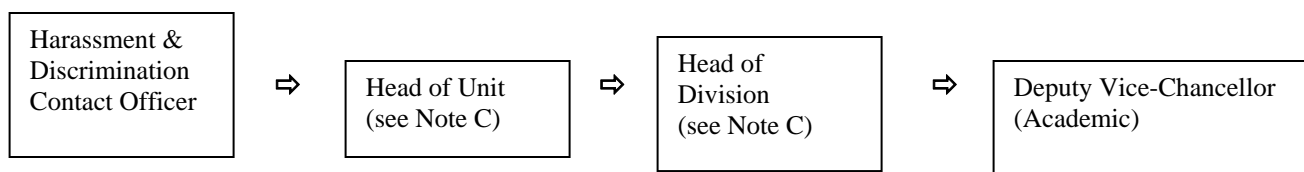
UNIVERSITY'S OBLIGATIONS UNDER THE EDUCATION SERVICES FOR OVERSEAS STUDENTS ACT AND PART C OF THE NATIONAL CODE OF PRACTICE FOR REGISTRATION AUTHORITIES AND PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS (THE NATIONAL CODE)



The Deputy Vice-Chancellor (Academic) may refer some grievances to the Deputy Vice-Chancellor (International). In relation to refund of fees, international students should refer to Re-credit of fees grievance procedure above.

3.2 (iv) Discrimination, Harassment and Bullying:

DISCRIMINATION, HARASSMENT AND BULLYING (EXCEPT SEXUAL HARASSMENT) (SEE NOTES D AND E)



SEXUAL HARASSMENT

See policy Management of Sexual Harassment Grievances (1.70.2):
<http://www.uq.edu.au/hupp/contents/view.asp?s1=1&s2=70&s3=2>

3.2 (v) Notes

A. For an assessment result (including a higher degree thesis) or entry to a program not governed by the Admission Rules, the grounds for appeal should normally be related to:

- improper, irregular, or negligent conduct by a person involved;
- discrimination, prejudice, or bias against a student;
- failure to adhere to relevant published University policies and procedures;
- failure to give sufficient consideration to a matter of specific relevance to the student.

B. The category “academic standards” refers to issues such as teaching, supervision, academic programs and workloads.

C. Examples of stages of appeal in 3.2 (iii)

HEAD OF UNIT	HEAD OF DIVISION
Head of School or Academic Discipline	Executive Dean
Academic Registrar	Deputy Vice Chancellor (Academic)
Manager Client Services, Information Technology Services	Director, Information Technology Services
Manager, Branch of UQ Library	University Librarian

D. The Queensland Anti-Discrimination Act 1991 prohibits discrimination on the basis of the following attributes:

- Sex
- Relationship status
- Pregnancy
- Parental status
- Breastfeeding
- Age
- Race
- Impairment
- Religious belief or religious activity
- Political belief or activity
- Trade union activity
- Lawful sexual activity

- Gender identity
- Sexuality
- Family responsibilities
- Association with, or relation to, a person identified on the basis of any of the above attributes

Vilification on the grounds of race, religion, sexuality or gender identity is also unlawful.

E. Discrimination, Harassment and Bullying

Discrimination and Harassment Contact Officers can provide detailed information about University grievance resolution processes, support and advocacy services.

The Equity Office facilitates the formal process for resolution of grievances relating to sexual harassment.