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|  BOND UNIVERSITY | STUDENT GRIEVANCE MANAGEMENT POLICY |
| Policy Owner | Chief Integrity Officer |
| Contact Officer | Chief Integrity Officer |
| Endorsement Authority | University Registrar |
| Date of Next Review | November 2026 |

1. PURPOSE AND OBJECTIVES

Bond University is committed to a culture of continuous improvement in the provision of quality services to the University community. Grievances on the part of students are regarded as an opportunity for the University to identify and address inconsistencies between the standard of service promised and/or provided, and student expectations. This then provides a basis for instigating preventative strategies to reduce recurrence and deliver targeted continuous improvement.

The objectives of this Policy are to:

- promote an effective student grievance management framework for the investigation and resolution of student grievances;
- outline the expectations and responsibilities of staff and students engaged in the University's student grievance resolution processes; and
- provide advice to students on external grievance resolution processes.

2. AUDIENCE AND APPLICATION

For the purposes of this Policy, a [Grievance](#) is a matter raised by a [Student](#) who considers that they have been negatively impacted because of an action, determination or omission within the control or responsibility of the University. Student grievances include:

- reviews and appeals – requests for review or appeal of a decision made by the University affecting the student directly; and
- complaints – expressions of dissatisfaction about something the University has done or not done, or about the standard of service provided by or on behalf of the University.

The student grievance management framework established by this Policy applies to all grievances covered by the explanation above, subject to the clarifications that follow.

When enrolment is suspended or cancelled by the University, a student may access the grievance management process to raise a grievance about the decision to suspend or cancel their enrolment, except in relation to an [Executive Suspension](#) determined by the Vice Chancellor or University Registrar.

A student who wishes to raise a grievance relating to the conduct of research at the University, including a grievance about adverse findings in respect of the student's own research activities, should refer to the Research Misconduct Policy in the first instance.

A student who undertakes cross-institutional study or an exchange program at another university is considered a student of the host institution for matters directly relating to their studies at that institution.

Former students and applicants for admission to a program of study may raise a grievance where this is consistent with Schedule B and the applicable time limits set out in the Student Review and Appeals Procedure or the Complaints and Feedback Procedure.

The University may decline to investigate a grievance where another avenue is considered more appropriate or the matter is considered unrelated to the University. Where this occurs, the student who raised the matter will be referred to a suitable grievance resolution pathway.

3. ROLES AND RESPONSIBILITIES

| Role | Responsibility |
|----------------------|---|
| Vice Chancellor | <ul style="list-style-type: none"> ▪ May waive the requirements of this Policy as considered appropriate |
| University Registrar | <ul style="list-style-type: none"> ▪ Administrative Decision Maker or reviewer |

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| | <ul style="list-style-type: none"> Conduct decision maker Determines the correct or intended interpretation and scope of this Policy Resolves disputes or uncertainty as to whether a matter falls within the jurisdiction of a specific decision maker |
| Chief Integrity Officer | <ul style="list-style-type: none"> Delegate of the University Registrar Provides advice on resolving disputes or uncertainty as to whether a matter falls within the jurisdiction of a specific decision maker |
| Provost | <ul style="list-style-type: none"> Academic decision maker or reviewer |
| Vice President, Operations | <ul style="list-style-type: none"> Administrative decision maker or reviewer |
| Vice President, Engagement | <ul style="list-style-type: none"> Administrative decision maker or reviewer |
| Vice President, Future Students | <ul style="list-style-type: none"> Administrative decision maker or reviewer |
| Executive Dean of Faculty or Head of University Academic Unit (UAU) | <ul style="list-style-type: none"> Academic and conduct decision maker or reviewer |
| Associate Dean (Student Affairs & Service Quality) of Faculty, or equivalent | <ul style="list-style-type: none"> Academic and conduct decision maker |
| Chief People Officer | <ul style="list-style-type: none"> Conduct decision maker or reviewer |
| Faculty Business Director, or equivalent | <ul style="list-style-type: none"> Conduct decision maker |
| Director, Bond International | <ul style="list-style-type: none"> Administrative decision maker |
| Director, Campus Life | <ul style="list-style-type: none"> Administrative decision maker |
| Director, Information Technology Services | <ul style="list-style-type: none"> Administrative decision maker |
| Director of Sport | <ul style="list-style-type: none"> Administrative decision maker |
| Director, Student Business Services | <ul style="list-style-type: none"> Administrative decision maker |
| Director, Student Success & Wellbeing | <ul style="list-style-type: none"> Administrative decision maker |
| Head of Admissions | <ul style="list-style-type: none"> Administrative decision maker |
| Credit Manager | <ul style="list-style-type: none"> Administrative decision maker |
| University Appeals Committee | <ul style="list-style-type: none"> Considers and determines student appeals in accordance with this Policy and associated procedures |

4. POLICY STATEMENT

4.1. Policy Principles

The University aims to maintain a student grievance management process that:

- is accessible, impartial and underpinned by the principles of [Procedural Fairness](#);
- allows for the investigation and resolution of student grievances in an equitable, consistent, transparent and timely manner;
- promotes an environment where everyone is treated fairly and with respect, and free from racism and unlawful discrimination in accordance with the University's Anti-discrimination Policy.
- encourages, where possible, informal resolution of concerns;
- addresses concerns as close to the source of student dissatisfaction as possible;
- ensures, so far as is practicable, the privacy and confidentiality of the parties involved;
- encourages the maintenance of harmonious relationships and ensures grievances are resolved without victimisation or intimidation of anyone connected with the grievance;
- provides support and assistance to students involved in the process, including supporting their capacity for self-advocacy;
- explains decisions clearly and in writing, and ensures that any further steps the student may take in the process are conveyed with the decision; and
- includes provision for review by an appropriate external party if internal processes fail to resolve a grievance.

As outlined in Schedule A, depending on the nature of a grievance, the University will endeavour to resolve it by using one of the following procedures:

- Student Review and Appeals Procedure; or
- Complaints and Feedback Procedure.

If a student raises a grievance in the form of a review or appeal which also includes a separate grievance that falls under the scope of the Complaints and Feedback Procedure, the review or appeal decision maker may not be in a

position to respond to all aspects of the grievance. In such instances, the grievances may be separated so that the review or appeal is managed under the Student Review and Appeals Procedure and the separate complaint is managed under the Complaints and Feedback Procedure.

4.2. Support for Students

It is recognised that students accessing this Policy may require personal support. Bond University offers advice and support tailored to individual student needs. Students are encouraged to contact the Student Success & Wellbeing Team for assistance in identifying the advice and support required. A comprehensive list of available services can be accessed [here](#).

A student may seek the assistance of the Student Advocacy services provided by the Bond University Student Association (BUSA) to navigate any stage of the University's grievance management process and may be accompanied by a Student Advocate or other support person (not acting as legal counsel or solicitor) at any stage of the process.

4.3. Time Limits

Time limits for the submission of a grievance, and for the consideration and resolution of a grievance by the University, are set out in the Student Review and Appeals Procedure or the Complaints and Feedback Procedure, depending on the nature of the grievance.

4.4. Informal Resolution

In most instances, it is expected that a student will initially attempt to resolve an issue informally by directly approaching the person or service area concerned. Informal resolution strategies also include:

- discussing the matter with a relevant staff member, including the applicable Student Affairs & Service Quality Manager or Associate Dean (Student Affairs & Service Quality), or equivalent;
- seeking clarification on the matter from a relevant staff member to understand the decision; and/or
- requesting a relevant staff member to raise the matter with the individual, where applicable.

If the issue cannot be resolved informally and the student wishes to pursue formal resolution, a formal grievance may be lodged.

4.5. Review and Appeals

The categories of grievance considered under the Student Review and Appeals Procedure are set out in Schedule B1 and relate to:

- a review of, or appeal against, an administrative decision (the application of policy and procedure) of the University in relation to a student;
- a review of, or appeal against, an academic decision (the exercise of academic judgement) of the University in relation to a student's studies; and/or
- an appeal against a finding of, and/or the penalty for, misconduct by a student.

The process for pursuing a review or appeal is governed by the Student Review and Appeals Procedure and the decision makers for each step in the process are identified in Schedule B1.

The effect of Schedule B1 is to provide a comprehensive listing of the University decisions that are subject to review and/or appeal. Students are required to provide appropriate grounds and factual evidence in support of a request for a review or lodgement of an appeal. The University will not set aside a decision on the basis that the student disagrees with it.

4.5.1. Review of Decisions

If a matter cannot be resolved informally, the student may request a review of the decision. A review is a written application seeking reconsideration of an initial decision affecting a student. The review is conducted by a senior officer of the University who is a designated decision maker. The reviewer must not have been involved in making the initial decision and must occupy a position that is senior to that occupied by any person involved in making the initial decision. A request for a review may be upheld or dismissed in part or in whole, or a new determination made.

4.5.2. Appeals

Following the outcome of a review or a finding of misconduct, the student may be eligible to appeal that decision to the designated decision maker for the appeal provided they meet the applicable grounds for appeal. An appeal is a written application seeking to have a decision affecting a student reconsidered

by a decision maker that is senior to any person or body involved in making the previous decision in the matter. An appeal may be upheld or dismissed in part or in whole, or a new determination made.

An appeal may only be submitted by a student where they can demonstrate at least one of the following grounds:

- new and relevant material exists that was not reasonably available to the student before the decision was made and that would have a significant impact on the decision;
- an order or penalty imposed as a consequence of a finding of misconduct was excessive or inappropriate taking into account all the circumstances of the case;
- there was a misapplication of policy or procedure resulting in disadvantage to the student;
- there was bias or a [Conflict of Interest](#) on the part of the decision maker; or
- in the case of [Exclusion](#) for unsatisfactory academic progress, there were extenuating circumstances that prevented the student from completing their studies successfully.

If a student has submitted an appeal relating to exclusion for unsatisfactory academic performance, they will be entitled to remain enrolled in their program of study while their appeal is under consideration by the University. This is not the case where a student has submitted an appeal relating to [Suspension](#) or expulsion from the University.

4.6. Complaints

Indicative categories of grievance considered under the Complaints and Feedback Procedure are set out in Schedule B2 and relate to:

- a problem or concern raised by a student regarding their treatment as a student; and/or
- the quality or delivery of a service or advice provided by the University.

The process for pursuing a complaint is governed by the Complaints and Feedback Procedure and the decision makers for each step in the process are identified in Schedule B2.

Where a complaint raises issues of potential misconduct by staff or students, the matter will be dealt with under the relevant Code of Conduct policy and procedure.

The University's approach to addressing anonymous complaints is set out in the Complaints and Feedback Procedure.

4.7. Good Faith

The University expects that all parties involved in a grievance will engage in good faith with the grievance resolution process.

The University does not tolerate victimisation and may take disciplinary action against a student or staff member who is found to have victimised another student or staff member for their participation in (or association with) raising, supporting or resolving a grievance.

5. UNIVERSITY APPEALS COMMITTEE

The University Appeals Committee has delegated responsibility to make final determinations on student appeals within its remit. The terms of reference and membership provisions of this Committee are set out in Schedule C.

6. EXTERNAL REVIEW

A student who considers that their grievance has not been addressed following receipt of a response to a formal, internal review and/or appeal may wish to pursue an external review. In such circumstances, international students typically proceed to the Commonwealth Ombudsman and domestic students to the Student Ombudsman, unless another external agency is more appropriate.

While a student may refer a grievance to an external agency at any stage, external agencies generally require that all internal resolution options are exhausted prior to consideration by their office.

The process for seeking external review of a grievance is governed by the Student External Review Procedure.

7. MONITORING AND ASSURANCE

The University Registrar will monitor the occurrence and nature of formal grievances received to identify if systemic issues exist across the University. The Office of Integrity will produce an annual report, to be submitted to Council via

the University Management Committee and Academic Senate, which analyses relevant data and trends (including systemic issues) and identifies where grievance outcomes have resulted in changes to policy or procedure.

8. RECORD KEEPING

The University manages grievances through a centralised Grievance Management System. Files relating to grievances are retained and disposed of pursuant to University and statutory requirements. This includes a regulatory obligation to keep appropriate records of all grievances for at least 5 years, and allow the parties to a grievance appropriate access to the records of that matter.

The University maintains confidentiality in the management of student grievances in accordance with the Privacy Policy.

9. DEFINITIONS, TERMS, ACRONYMS

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| Business days | Days falling from Monday to Friday from 8:30am to 5:00pm excluding public holidays. |
| Conflict of interest | Knowledge of or connection with the subject matter of a grievance or the student/s involved such that a decision maker (or member thereof) cannot objectively consider the evidence and/or, when viewed from the perspective of an objective observer, could create a perception of bias on their part towards or against the student/s involved. In such cases, the decision maker (or member thereof) should voluntarily step aside. A substantial association (positive or negative, current, or previous) with the relevant student/s is a strong indicator of conflict of interest but this does not extend simply to the teaching of or familiarity with the student/s in isolation. |
| Decision maker | An Officer or body of the University listed in Schedule B of this Policy. |
| Exclusion | When a student is deemed ineligible to continue studying in an academic program at the University on the basis of their unsatisfactory academic progress. A student is excluded from a specific program, not from a Faculty/UAU or the University as a whole. |
| Executive suspension | Provisional debarment of a student from enrolment and/or attendance at the University as determined by the Vice Chancellor or University Registrar. There is no avenue within the University for review or appeal of an executive suspension. |
| Expulsion | Permanent debarment of a student from the University. An expelled student may not attend classes or participate in any University activity on or off campus. |
| Faculty | Bond Business School, Faculty of Health Sciences & Medicine, Faculty of Law, and Faculty of Society & Design (each of which is headed by an Executive Dean). |
| Grievance | A matter raised by a student who considers that they have been negatively impacted because of an action, determination or omission within the control or responsibility of the University. |
| Officer | Any employee of the University. |
| Procedural fairness | Procedural fairness is concerned with the process used in decision making, rather than the outcome of a decision. It requires that the person who might be adversely affected by a decision should be notified of the key issues and given a reasonable opportunity to respond, and the decision maker should be impartial and make evidence-based findings. |
| Professorial standing | The status of full or associate professor in relation to an academic staff member. |
| Student | A current, former or prospective student of Bond University, including a person who is on a leave of absence from their studies or has been excluded from a Bond University program for unsatisfactory academic progress. |
| Suspension | Temporary debarment of a student from the University. A suspended student may not attend classes or participate in any University activity on or off campus. |

10. AFFILIATED PROCEDURES AND SCHEDULES

[Schedule A](#): Student Grievance Management – Process Flowchart

[Schedule B](#): Student Grievance Management – Designated Decision Makers

- [Schedule B1](#): Grievances Managed through the Student Review and Appeals Procedure
- [Schedule B2](#): Grievances Managed through the Complaints and Feedback Procedure

[Schedule C](#): University Appeals Committee Terms of Reference and Membership Provisions

[Complaints and Feedback Procedure](#)

[Student External Review Procedure](#)

[Student Review and Appeals Procedure](#)

- Review of Results Procedure
- Appeals Against Academic Exclusion Procedure
- Appeals Against Findings of Student Misconduct Procedure

11. RELATED DOCUMENTS

[Academic Integrity Policy \(TL 3.5.2\)](#)

[Academic Progress Policy \(SS 5.4.5\)](#)

[Assessment Policy \(TL 3.5.1\)](#)

[Bond University Student Charter](#)

[Higher Education Provider Guidelines 2023](#)

[Higher Education Support Act 2003](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

[Prevention of Discrimination, Bullying and Harassment Procedures](#)

[Privacy Policy \(INF 6.5.1\)](#)

[Research Misconduct Policy \(RES 4.5.5\)](#)

[Sexual Harm Policy \(SS 5.8.3\)](#)

[Student Academic Misconduct Procedure](#)

[Student Code of Conduct Policy \(SS 5.2.1\)](#)

[Student Fees, Charges, and Refunds Policy \(SS 5.7.4\)](#)

[Student General Misconduct Procedure](#)

[Support for Students' Policy \(SS 5.8.2\)](#)

[Student Wellbeing and Safety Policy \(SS 5.8.4\)](#)

[Withdrawal Without Penalty Procedure](#)

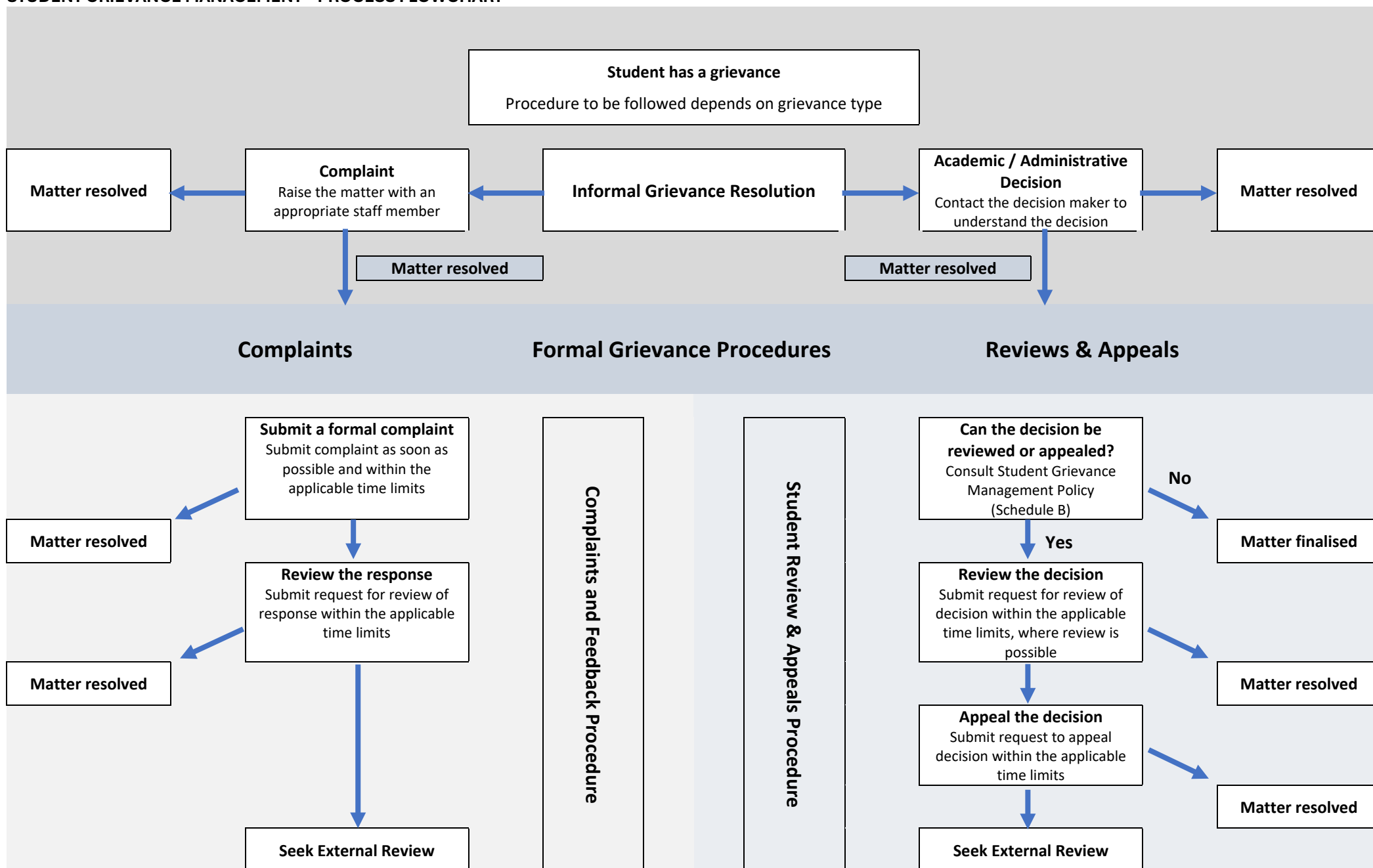
[Anti-Discrimination and Anti-Racism Policy \(GOV 1.1.6\)](#)

12. MODIFICATION HISTORY

| Date | Sections | Source | Details |
|------------------|----------------------|---|--|
| 7 April | Schedule C | Vice Chancellor | V3.1: Amendment to University Appeals Committee TOR |
| November 2024 | 4.5 8 | Special Advisor University Governance | V3: Enhanced alignment with <i>HESA 2003</i> |
| July 2024 | 3. Schedule B | CIO | V2.2 Add Head of Admissions as administrative decision maker; Table 1: admission decisions – reviewer changed from VPFS to Head of Admissions and Appeals to VPFS |
| 6 March 2024 | 4.1 | Provost | V2.1: added anti-discrimination statement |
| 10 November 2023 | | | V2 – Academic Governance Interim Review |
| April 2023 | Schedule B | | Amended Table 5 Schedule B to include HDR students |
| 14 December 2022 | | | Date First Approved - Regulations to Policy |

APPROVAL AUTHORITY: Vice Chancellor

STUDENT GRIEVANCE MANAGEMENT – PROCESS FLOWCHART



STUDENT GRIEVANCE MANAGEMENT – DESIGNATED DECISION MAKERS

SCHEDULE B1: Grievances managed through the Student Review and Appeals Procedure

This schedule provides a comprehensive list of all decisions made by Bond University which may be reviewed and/or appealed.

Review and/or appeal submissions will be considered in accordance with the Student Grievance Management Policy and the Student Review and Appeals Procedure. It is assumed that the student has made an attempt at informal resolution where appropriate.

Where the review or appeal Officer was involved in the original decision, or has a conflict of interest, the matter will be referred to a more appropriate University Officer or body for review or appeal

Table 1: Decisions relating to Admission and Readmission

| Category of Decision | Review | Appeal |
|---|---|---|
| Unsuccessful admission to a program due to factors unrelated to the University's entry requirements or quotas | Head of Admissions | Vice President, Future Students |
| Unsuccessful in gaining re-admission having served a period of exclusion from a coursework program | Associate Dean (Student Affairs & Service Quality), or equivalent | Executive Dean of Faculty or Head of University Academic Unit (UAU) |

Table 2: Decisions relating to Enrolment

| Category of Decision | Review | Appeal |
|--|---|--|
| Cancellation of enrolment due to non-payment of compulsory fees | Credit Manager | University Registrar |
| Deny request for late enrolment into a subject or change of subject (as per last enrolment date for the subject) | Associate Dean (Student Affairs & Service Quality), or equivalent | Executive Dean of Faculty or Head of UAU |
| Deny request to overload (i.e. enrol in more than the equivalent of a normal subject load) | Associate Dean (Student Affairs & Service Quality), or equivalent | Executive Dean of Faculty or Head of UAU |
| Deny request to change program | Associate Dean (Student Affairs & Service Quality), or equivalent | Executive Dean of Faculty or Head of UAU |
| Deny request for withdrawal without academic penalty (i.e. to change grade to W) | Director, Student Business Services | University Registrar |
| Deny request for letter of release (International students) | Director, Student Business Services | University Registrar |
| Deny request for cross-institutional study | Associate Dean (Student Affairs & Service Quality), or equivalent | Executive Dean of Faculty or Head of UAU |
| Imposition of enrolment sanctions (for reasons other than non-payment of fees) | Director, Student Business Services | University Registrar |

Table 3: Decisions relating to the granting of academic Credit

| Category of Decision | Review | Appeal |
|--|---|------------------------------|
| Refusal to grant specified or unspecified credit towards a program | Executive Dean of Faculty or Head of UAU, or delegate | University Appeals Committee |
| Refusal to grant internal transfer credit where subjects were completed: <ul style="list-style-type: none"> At Bond University and have not been counted for an award At Bond University as part of a lower-level award which articulates with the program At an affiliated institution under an articulation agreement | Executive Dean of Faculty or Head of UAU, or delegate | University Appeals Committee |
| Refusal to grant exemption | Executive Dean of Faculty or Head of UAU, or delegate | University Appeals Committee |

Table 4: Decisions relating to Fees and Charges

| Category of Decision | Review | Appeal |
|--|-------------------------------------|----------------------|
| Withdrawal without financial penalty (i.e. refund of tuition fees or FEE-HELP debt) due to special circumstances | Director, Student Business Services | University Registrar |
| Compulsory fee (e.g. Student Activities Fee, Change of Program Fee) | Director, Student Business Services | University Registrar |
| Late Enrolment Penalty (for failure to enrol during the continuing enrolment period) | Director, Student Business Services | University Registrar |
| Penalty for non-payment of tuition fees | Credit Manager | University Registrar |
| Student housing fees and dining fees | Director, Campus Life | University Registrar |
| Financial aid disbursements | Director, Student Business Services | University Registrar |

Table 5: Decisions relating to Academic Progression

| Category of Decision | Review | Appeal |
|---|---|------------------------------|
| Failure to make satisfactory academic progress (coursework student issued with an exclusion notice) | Executive Dean of Faculty or Head of UAU, or delegate | University Appeals Committee |
| Refusal to permit Leave of Absence: Domestic Student (coursework student) | Executive Dean of Faculty or Head of UAU, or delegate – if the student is in receipt of a scholarship, the decision must be in consultation with University Registrar | University Appeals Committee |
| Refusal to permit Leave of Absence: International Student (coursework student) | Director, Student Business Services – in consultation with Executive Dean of Faculty or Head of UAU, or delegate | University Appeals Committee |
| Termination of candidature (HDR student) | N/A | University Appeals Committee |

Table 6: Decisions relating to Assessment (Coursework Programs)

| Category of Decision | Review | Appeal |
|---|---|--|
| Request for review of interim assessment | Associate Dean (Student Affairs & Service Quality), or equivalent | Executive Dean of Faculty or Head of UAU |
| Request for review of final assessment | Executive Dean of Faculty or Head of UAU, or delegate | University Appeals Committee |
| Refusal to grant alternative arrangements for assessment or examination based on accessibility and inclusion requirements | Director, Student Success & Wellbeing | University Registrar |
| Deny request for deferment of assessment or examination | Director, Student Business Services | University Registrar |
| Deny request for assessment extension | Associate Dean (Student Affairs & Service Quality), or equivalent | Executive Dean of Faculty or Head of UAU |

Table 7: Decisions relating to Scholarships

| Category of Decision | Review | Appeal |
|---|-------------------------------------|----------------------|
| Withdrawal of a scholarship (coursework student) including Commonwealth Scholarship (e.g. ISSP) | Director, Student Business Services | University Registrar |
| Deny reinstatement following withdrawal of scholarship (coursework student) | Director, Student Business Services | University Registrar |

Table 8: Decisions relating to Student Misconduct

| Category of Decision | Review | Appeal |
|---|---------------|------------------------------|
| Finding of general misconduct (and/or penalty imposed) by decision maker other than University Disciplinary Board | N/A | University Appeals Committee |
| Finding of academic misconduct (and/or penalty imposed) by Executive Dean of Faculty or Head of UAU | N/A | University Appeals Committee |
| Finding of academic or general misconduct (and/or penalty imposed) by University Disciplinary Board | N/A | University Appeals Committee |

SCHEDULE B2: Grievances managed through the Complaints and Feedback Procedure

Bond University will respond to any complaint a student may make regarding the University, the University's education agents or any related party with whom the University has an arrangement to deliver the student's program or related services. The categories of complaint listed in this schedule are indicative only.

Complaint submissions will be considered in accordance with the Student Grievance Management Policy and the Complaints and Feedback Procedure.

Table 1: Complaints relating to Staff Conduct

| Category of Complaint | Response | Review |
|--|---|---------------------------------|
| Grievances relating to conduct of academic staff | Executive Dean of Faculty or Head of University Academic Unit (UAU) | Chief People Officer |
| Grievances relating to conduct of professional and general staff | Head of Department/Unit/Faculty Business Director | Chief People Officer |
| Grievances relating to Bond University's education agents | Director, Bond International | Vice President, Future Students |
| Grievances relating to delivery with other parties | Executive Dean of Faculty or Head of UAU | Provost |

Table 2: Complaints relating to Student Conduct

| Category of Complaint | Response | | |
|---|---|--|---------|
| Allegations of sexual harm | Chief Integrity Officer | | |
| Grievances relating to general conduct of students, including discrimination, bullying and harassment | Chief Integrity Officer | Further action is governed by the Code of Conduct Policy | Student |
| Grievances relating to the academic conduct of students, including cheating and plagiarism | Associate Dean (Student Affairs & Service Quality), or equivalent | | |
| Grievances relating to the University’s actions and/or findings in respect of allegations about the academic or general conduct of students | Chief Integrity Officer | University Registrar | |

Table 3: Complaints relating to University Policies and Services

| Category of Complaint | Response | Review |
|---|-----------------------|----------------------------|
| University policy or procedure | Policy Owner | Vice President, Operations |
| Campus services, including: <ul style="list-style-type: none"> Accommodation Parking Sports Centre Security Food & Beverage Retail facilities | Director, Campus Life | University Registrar |

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| Student support services, including: <ul style="list-style-type: none"> • University Library • Academic Skills Centre • Careers and Employment • Peer mentoring & tutoring support • Nyombil Centre • Medical Centre and Counselling • Student welfare, inclusion and accessibility | Director, Student Success & Wellbeing | University Registrar |
| Student administrative and business services, including: <ul style="list-style-type: none"> • Enrolment • Examinations • Timetabling • Graduation • E-student • General business processes | Director, Student Business Services | University Registrar |
| Bond Sport services | Director of Sport | Vice President, Engagement |
| Information technology services, including software and learning platforms | Director, Information Technology Services | Vice President, Operations |

Table 4: Complaints relating to Academic Programs and Services

| Category of Complaint | Response | Review |
|---|---|---------------|
| Program, subject and teaching quality, including: <ul style="list-style-type: none"> • Coursework content and advice • Lectures and tutorials • Subject materials • Teaching, support, guidance and feedback • Teaching facilities • Professional accreditation, placements and practical assessments | Executive Dean of Faculty or Head of UAU, or delegate | Provost |



UNIVERSITY APPEALS COMMITTEE

TERMS OF REFERENCE & Membership Provisions

Reporting Relationship

University Appeals Committee reports to the Vice Chancellor. The Committee may make recommendations to Academic Senate or University Management Committee on matters within its terms of reference.

Terms of Reference

University Appeals Committee has delegated responsibility to make final determinations on student appeals.

University Appeals Committee has responsibility for:

- Considering and determining appeals in relation to academic exclusion from a program at the University;
- Considering and determining appeals in relation to academic matters within the remit of the Committee;
- Considering and determining appeals against all findings of student misconduct and/or applied orders and penalties; and
- Identifying systemic issues related to policies, procedures, practices or systems within its sphere of responsibility and making recommendations to Academic Senate or University Management Committee on opportunities for improvement.

There is no other avenue of appeal within the University.

Membership

Core members

Chair

- Academic staff member of [professorial standing](#) appointed by the Vice Chancellor

Deputy Chair

- Chair, Academic Senate or Deputy Chair, Academic Senate

Student Members

- Two students appointed by the Vice Chancellor after consultation with the Executive Committee of the Bond University Student Association, from whom one will be selected for each meeting

Co-opted members

Staff Members

- Eight academic staff members of professorial standing (two per Faculty appointed by the relevant Executive Dean), from whom up to two will be selected for meetings involving appeals other than misconduct appeals from the University Disciplinary Board
- Two senior staff members appointed by the Vice Chancellor, from whom one will be selected for meetings involving misconduct appeals from the University Disciplinary Board and from whom one may be selected for meetings involving other appeals

Ex Officio

- Director, Learning & Teaching, who will be preferred for selection for meetings involving academic misconduct appeals from the University Disciplinary Board
- Vice President, Operations, who will be preferred for selection for meetings involving general misconduct appeals from the University Disciplinary Board

Meetings

University Appeals Committee will meet as required. Meetings will be held in person or online at the discretion of the Chair.

The Chair is responsible for convening the Committee for each meeting, taking into consideration the type of appeal as outlined in the following table. Typically the Committee will be constituted by a maximum of five members per meeting, comprising a mix of Core and Co-opted members.

| Core members | Type of appeal | Co-opted members |
|---|--|---|
| <ul style="list-style-type: none">• Chair• Deputy Chair• One student member | All appeals except misconduct appeals from University Disciplinary Board | <ul style="list-style-type: none">• Two staff members, one of whom may be a senior staff member appointed by the Vice Chancellor |
| | Misconduct appeals from University Disciplinary Board | <ul style="list-style-type: none">• One senior staff member appointed by the Vice Chancellor• One <i>ex officio</i> member |

No member may participate who has previously been involved as a decision maker in the case that is being appealed or has any other conflict of interest.

The appellant student may be accompanied by another person (not acting as legal counsel or solicitor), whose primary role is to provide the student with moral support.

Where the appellant is a student who identifies as a member of a diverse cohort which is not represented among the Committee's membership, the Chair will invite an appropriate representative to join the Committee for the relevant meeting if the appellant requests and consents to this in writing.

A quorum for the meeting is three and must include one student representative. However, a meeting will be considered quorate without a student representative if the appellant requests and consents to this in writing.

If, in a particular appeal case, a quorum for a meeting cannot be obtained from the pool of members, the Vice Chancellor may appoint another person to join the Committee for the purposes of considering and determining that appeal.

In the absence of the Chair, the Deputy Chair will act as chairperson. In the absence of both the Chair and Deputy Chair, the Vice Chancellor may appoint another member of the Committee, including a replacement member, to act as chairperson.

Protocols

The Committee will follow the protocols outlined in the Bond University Academic Senate Committee Protocols as appropriate.

Amendments

These Terms of Reference shall be amended as necessary, ensuring continued compliance with the Threshold Standards and evolving sector requirements. Any proposed amendments shall be subject to the approval of the Vice Chancellor.

Version Approval

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| VC Approval (Version 2) | Amended TOR | 7 April 2025 |
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