PR_AC_032 Internal Review (Appeal) Procedure

Scope
These procedures apply to:

- students who want to appeal decisions on their formal complaints or review requests
- students who want to request a review or appeal a decision made under the Disability Policy
- students who want to request a review or appeal the outcome of their refund/re-credit applications due to Special Circumstances (domestic students) or Extenuating Circumstances (international)
- students who wish to appeal a determination made under the Student Conduct Policy
- students who wish to appeal an Intention to Cancel (ITC) or Intention to Report (ITR) for academic non-progression or unsatisfactory attendance. For ELICOS students wishing to lodge an internal review (appeal) of an ITR due to unsatisfactory attendance (ELICOS), refer to the Attendance Monitoring Procedure for ELICOS for more information. Complete and submit the Internal Review (Appeal) Form (TULC students only) when lodging the appeal.

Purpose
The purpose of this process is to provide a mechanism for:

- appealing decisions made on formal complaints or review requests
- appealing decisions on refund/re-credit applications due to Special Circumstances (domestic students) or Extenuating Circumstances (international students), Intention to Cancel or Report for academic non-progression or unsatisfactory attendance, and determinations made under the Disability Policy and Student Conduct Policy.

Torrens University Australia’s approach to complaint management
1. Informal discussion
2. Formal complaint
3. Internal review (appeal)
4. External review

Process for lodging an internal review (appeal)

<table>
<thead>
<tr>
<th>STEPS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Step 1</strong></td>
</tr>
</tbody>
</table>

Related Documents:
- Review (Appeal) Form
- Sexual Harassment and Sexual Assault Policy

Approval Date: 23 September 2019
Effective Date: 31 October 2019
Version: 4.0
## STEPS

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>The Student Complaints Manager or Officer will send a written confirmation of receipt of the appeal application via email within five working days of receiving the request for an internal review (appeal).</td>
</tr>
</tbody>
</table>
| Step 3 | The Vice President, Governance, Strategy and Student Administration (or delegate) may take one of the following actions within 10 working days:  
  - **Refer the internal review (appeal) back to a formal complaint or review of decision** – After reviewing the appeal, the Vice President, Governance, Strategy and Student Administration (or delegate) may decide to refer it back to [Formal Complaint](#) (e.g. if the original decision maker had access to limited supporting documents or evidence in the first instance).  
  - **Independently investigate the internal review (appeal)** – The Vice President, Governance, Strategy and Student Administration (or delegate) will review the student’s submission and assess additional information presented. The Vice President, Governance, Strategy and Student Administration (or delegate) may interview and seek information from stakeholders involved in the matter. The Vice President, Governance, Strategy and Student Administration (or delegate) may invite the student to present their case. The student may be assisted or accompanied by a support person when or if being interviewed.  
  - **Refer the internal review (appeal) to a senior staff** – Depending on the nature of the internal review (appeal), the Vice President, Governance, Strategy and Student Administration may deem it necessary to refer it to another senior staff (e.g. appeals of academic nature may be referred to the relevant Pro-Vice Chancellor/Dean or delegate, complaints against staff may be referred to the Vice President for People and Culture).  
  - **Refer the internal review (appeal) to the Student Review Panel** – A review panel will be formed where the Vice President, Governance, Strategy and Student Administration (or delegate) finds it necessary to seek the formal independent advice of other staff due to the nature or complexity of the subject of the internal review (appeal). The review panel will constitute no less than three Academic Policy and Appeals Committee members who are independent of the original complaint or matter under review. The review panel will assess the student’s submission and provide a consensus recommendation. |
| Step 4 | Upon completion of one of the above options, the Vice President, Governance, Strategy and Student Administration (or delegate) will:  
  - advise the student in writing that the internal review (appeal) has been rejected outlining the outcome, rationale for the decision and further avenues for appeal or complaints internally and externally  
  - advise the student in writing that the internal review (appeal) has been decided in favour of the student outlining the outcome, the reasons for the decision and further avenues for appeal or complaints internally and externally, and implement the changes or recommend changes to the relevant staff or department. Changes, where relevant, will be recorded in the [Student Records Management System](#). |
**STEPS**

<table>
<thead>
<tr>
<th>The written outcome will be sent to the student within 10 working days of receipt of the appeal. The student will be notified during this period of any likely delays.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 5</td>
</tr>
</tbody>
</table>

A student is advised to contact the Student Complaints Team by emailing academicservices@laureate.net.au at any stage during the process if they would like further clarity on the process or updates on the progress of their internal review (appeal).

**Conflict of interest**

If the appeal directly involves or where there is conflict of interest with the Vice President, Governance, Strategy and Student Administration, the appeal will be escalated to the:

- Vice-Chancellor for academic appeals, or
- President for non-academic appeals.

**Important notes**

Any student who lodges an internal review (appeal) must remain enrolled during the process and is encouraged to continue attending classes and working towards their qualification unless otherwise advised.

At any point, the student may decide to refer the matter to an external agency (e.g. an international student with a complaint may choose to complain to the Overseas Student Ombudsman). However, in most cases, the University strongly encourages that students exhaust all internal processes before they lodge a complaint externally. For information on how to make an external complaint, refer to the External Review Procedure.

**Record keeping and confidentiality**

Records of all appeals handled under this procedure and their outcomes will be recorded in the Student Records Management System and will be maintained for at least five years. This is to allow all parties to the complaint or review appropriate access to these records, upon written request to the Vice President, Governance, Strategy and Student Administration.

All records relating to complaints will be treated as confidential and will be covered by the Privacy Policy.