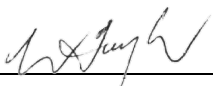


Policy Name	ACADEMIC GRIEVANCE AND APPEALS POLICY
Policy Number	A005_PO_HE (Academic)
Purpose	<p>The purpose of this policy is to:</p> <ul style="list-style-type: none"> • acknowledge the right of students to be able to raise and have addressed • academic grievances and appeals.
Scope	<p>This policy applies to all students, employees and contractors involved in the provision of teaching and learning in accredited Higher Education courses at Whitehouse Institute of Design, Australia (Whitehouse).</p>
Policy Statement	<p>Whitehouse will work to ensure that an academic grievance and appeals process is conducted:</p> <ul style="list-style-type: none"> • fairly • impartially • transparently, and • in a timely manner. <p>All students have the right to lodge informal and/or formal grievances and appeals against academic or administrative decisions affecting them.</p> <p>Any grievances, complaints and appeals will be taken seriously and handled professionally and in accordance with the Whitehouse Academic Grievance and Appeals Procedures in order to achieve a prompt resolution.</p> <p>There is a clear and transparent step by step procedure for the resolution of grievances and appeals.</p> <p>A student may seek assistance and advice in relation to the appeals process from the Campus Wellbeing officer, which will direct them to the appropriate procedures.</p>
Relevant Legislation	<ul style="list-style-type: none"> • Higher Education Standards Framework (Threshold Standards) 2015 • 2016 Higher Education Support Act (2003) • Australia Qualifications Framework (AQF) • Australia Qualifications Framework (AQF) • Education Services for Overseas Students Act 2000 (ESOS) • Commonwealth Register of International Courses for Overseas Students (CRICOS) • Department of Fair Trading (Victoria) (NSW) • Administrative Appeals Tribunal
Key Related Documents	<p>Academic Grievance and Appeals Procedures Higher Education</p> <p>Whitehouse Institute of Design Code of Conduct</p> <p>Learning and Teaching Policy</p> <p>Assessment Policy and Procedure</p> <p>Student Handbook</p>

Responsible Officer	Academic Director		
Approval Authority/ Authorities	Joint Executive Directors Academic Board		
Date Approved	10/04/2017		
Date of Commencement	11/04/2017		
Date for Review	11/04/2020		
Documents superseded by this Procedure	Admission Policy and Procedure (06/02/2013)		
Amendment History	<p>05/2018 Re-branding – Header & Footer only</p> <p>11/2016 Policy and Procedures separated and HE and VET documentations separated. Updated formatting and minor amendments.</p>		
Signed and dated for Whitehouse Pty Ltd	<div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div style="text-align: center;">  _____ Signature </div> <div style="text-align: center;"> Les Taylor _____ Name </div> <div style="text-align: center;"> 30/05/2018 _____ Date </div> </div>		

INFORMAITON FOR PUBLISHING ON POLICY REGISTER	
Category	Academic
Stakeholders	Academic Board Executive Management Academic Staff Administration Staff Students