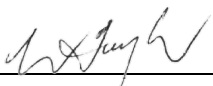


<b>Policy Name</b>	<b>ACADEMIC GRIEVANCE AND APPEALS POLICY</b>
<b>Policy Number</b>	<b>A005_PO_HE (Academic)</b>
<b>Purpose</b>	<p>The purpose of this policy is to:</p> <ul style="list-style-type: none"> <li>• acknowledge the right of students to be able to raise and have addressed</li> <li>• academic grievances and appeals.</li> </ul>
<b>Scope</b>	<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>
<b>Policy Statement</b>	<p>Whitehouse will work to ensure that an academic grievance and appeals process is conducted:</p> <ul style="list-style-type: none"> <li>• fairly</li> <li>• impartially</li> <li>• transparently, and</li> <li>• in a timely manner.</li> </ul> <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>
<b>Relevant Legislation</b>	<ul style="list-style-type: none"> <li>• <a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a></li> <li>• <a href="#">2016 Higher Education Support Act (2003)</a></li> <li>• <a href="#">Australia Qualifications Framework (AQF)</a></li> <li>• <a href="#">Education Services for Overseas Students Act 2000 (ESOS)</a></li> <li>• <a href="#">Commonwealth Register of International Courses for Overseas Students (CRICOS)</a></li> <li>• <a href="#">Department of Fair Trading (Victoria) (NSW)</a></li> <li>• <a href="#">Administrative Appeals Tribunal</a></li> </ul>
<b>Key Related Documents</b>	<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>

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Documents superseded by this Procedure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

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
<b>Category</b>	Academic
<b>Stakeholders</b>	Academic Board Executive Management Academic Staff Administration Staff Students