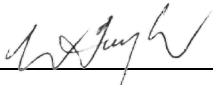


Policy Name	ACADEMIC GRIEVANCE AND APPEALS POLICY
Policy Number	A005_PO_HE (Academic)
Purpose	<p>The purpose of this policy is to:</p> <ul style="list-style-type: none"> • acknowledge the right of students to be able to raise and have addressed • academic grievances and appeals.
Scope	<p>This policy 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 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 in the first instance 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"> • Commonwealth Ombudsman, international student complains. • Higher Education Standards Framework (Threshold Standards) 2021 • Standards for Registered Training Organisations (RTOs) 2015 • 2016 Higher Education Support Act (2003) • Education Services for Overseas Students Act 2000 (ESOS) • Commonwealth Register of International Courses for Overseas Students (CRICOS) • Fair Trading NSW • Consumer Affairs Victoria • Office of Fair Trading Qld • Administrative Appeals Tribunal
Key Related Documents	<ul style="list-style-type: none"> • Academic Grievance and Appeals Procedures • Student, Grievance Form, Academic • Student Consultation Form • Code of Conduct (Students) • Student Course Handbook

	<ul style="list-style-type: none"> • Privacy Policy and Procedure • Learning and Teaching Policy and Procedure • Assessment Policy and Procedure • Critical Incident Policy and Procedure • Student Grievances and Complaints Resolution Procedure, Non-Academic Policy and Procedure. • Supporting Students Policy and Procedure.
<p>Definitions</p>	<p>Complaint or Grievance: a complaint or grievance can be defined as a student's expression of dissatisfaction with an aspect of the Whitehouse Institute's services and activities.</p> <p>Complainant: the student making the complaint or grievance.</p> <p>Executive Management Committee: Whitehouse's Senior Operations Group.</p> <p>Advocate: a person nominated by a student to present their case in an appeal on their behalf. This person must not be a legal practitioner. International Students may use the Senior Education Officer.</p> <p>Product: in this context, material goods provided to a student, either free of charge or for a fee, to assist them to study at the Whitehouse Institute.</p> <p>Service: in this context, an act done for a student as part of their experience at the Institute.</p> <p>Written Notice/Letter: unless otherwise specified, written notice/letter can include notification by presentation with a written document, mailed or couriered letter, emailed and/or faxed.</p> <p>Grievances / Appeals About Academic Matters. These are usually complaints or appeals against academic decisions. They include but are not limited to:</p> <ul style="list-style-type: none"> • course entry requirements • selection or admission decisions • structure of academic programs, coursework, nature of teaching, or assessment • assessment matters (e.g. assessment briefs; tasks, methods, types, rubrics; penalties; marks/ grades / results) • academic progress decisions • decisions by academic staff that affect the academic program of an individual or group/s of students • attendance / participation • credit recognition • issues relating to and breaches of academic integrity, authorship and / or intellectual property.
<p>Responsible Officer</p>	<p>Executive Director or delegated Senior Executive Management Committee member.</p>

Approval Authority/ Authorities	Joint Executive Directors Academic Board		
Date Approved	20/12/2023		
Date of Commencement	21/12/2023		
Date for Review	21/12/2026		
Documents superseded by this Procedure	Admission Policy and Procedure (06/02/2013)		
Amendment History	<p>12/2023</p> <ul style="list-style-type: none"> • minor update to policy statement. • checked and updated relevant legislation section and links. • updated key related documents section. • Added definitions section and relevant definitions statements. <p>05/2018</p> <p>Re-branding – Header & Footer only</p> <p>11/2016</p> <p>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;">  <hr/> Signature </div> <div style="text-align: center;"> <hr/> Les Taylor Name </div> <div style="text-align: center;"> <hr/> 20/12/2023 Date </div> </div>		

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