



FHS APPEALS PROCEDURE

- ACADEMIC DECISIONS-

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Version	V0.2
Related Policy(ies)	University of Sydney (Student Appeals against Academic Decisions) Rule 2006 (as amended)
Date of Effect	14th May 2009
Date Amended	8th July 2010
Review Date	14th May 2011 or at changes to Academic Board Policy

1. Purpose and Scope

The document outlines the procedures within the Faculty to address occurrences whereby:

- A person enrolled in an Award Course at the Faculty contests an academic decision that affects his or her academic assessment or progress in their degree.

The processes adopted by the Faculty in relation to appeals against academic decisions are based on and are consistent with the University's approved procedures:

[University of Sydney \(Student Appeals against Academic Decisions\) Rule 2006](#)

2. Definitions

Academic decision	A decision / action made by a member of the Faculty academic staff that affects the academic assessment or progress of a student.
Student Central	Administrative Unit within the Faculty responsible for lodging and monitoring student complaints.
Relevant teacher	This could be a lecturer, clinical educator, or course coordinator

3. Responsibilities

Role	Responsibilities
Student Central (Supervisor, Academic Services)	<ul style="list-style-type: none">• Initial contact point for all formal appeals regarding academic decisions undertaken by the Faculty.• Confirmation to the appellant of receipt of the appeal• Escalate academic complaints to the respective Associate Dean Learning and Teaching• Log all complaints in the Faculty's appeals register
Associate Dean Learning & Teaching (Graduate or Undergraduate)	<ul style="list-style-type: none">• Escalation of appeals against academic decisions• Investigate / address the appeal• Owner of the appeals procedure

4. Procedure Summary

4.1 Informal resolution with teacher

A student who is concerned about any academic decision should first discuss the issue with the relevant teacher or unit of study co-ordinator. This should normally be done within **a)** 15 working days of the student being advised of the particular academic decision or, **b)** in the case of academic decisions relating to a unit of study, within 15 working days of the unit of study result being posted by the University.

The relevant staff member will deal with the issue promptly, and where possible provide the student with a full explanation of the reason for the academic decision.

If there is a conflict of interest arising from the staff member addressing the concern, they should refer the student directly to Student Central.

It should be possible to resolve many issues at this stage. If the student's concerns are not resolved by these means then the teacher should

4.1.1 Explain the next step and procedure, which is set out below; and

4.1.2 Advise the student on how to access the Academic Board Resolutions pertaining to student appeals:

[University of Sydney \(Student Appeals against Academic Decisions\) Rule 2006](#)

4.2 Formal approach to the Faculty

A student may approach the Faculty if their concerns cannot be resolved under paragraph 4.1. The student should submit their concerns in writing to the Supervisor Academic Records, Student Central **within 15 days** of the outcome of discussions under paragraph 4.1. The individual will receive a written acknowledgement from Student Central of their formal complaint within 3 days of lodgment. The information will be logged into the Faculty's enquiry management register.

Student Central will refer the complaint to the respective Associate Dean Learning and Teaching (Undergraduate or Postgraduate), who will undertake to review the student's appeal. This staff member will then seek to address the complaint within 10 days of receiving the complaint.

Student Central will advise the student of the outcome of the investigation, setting out the reasons and advising the student of their right of appeal to the Student Appeals Body if they do not agree with the decision. In the instances where the complaint cannot be resolved within 10 days of receipt, Student Central will provide an update to the student on the status of their complaint, and note the status of the complaint in the register. The complaint should continue to be managed by Student Central until resolution.

4.3 Student Appeals Rule

A student may appeal to the Student Appeals Body against an Academic Decision on the ground that due academic process has not been observed by the Faculty in relation to the Academic Decision, in accordance with:

[University of Sydney \(Student Appeals against Academic Decisions\) Rule 2006](#)

Any such appeal must be lodged within 20 working day of the date of the written decision of the Faculty regarding the Academic Decision.

An appeal will not be heard by the Student Appeals Body unless the basis for the appeal has previously been considered by the Faculty as under paragraph 4.2; and the appellant has set out reasons in their appeal to the SAB, for believing that due academic process has not been observed by the Faculty in relation to the Academic Decision.

Related Information

Training Materials Managing academic & non-academic complaints & compliments at FHS

[University of Sydney \(Student Appeals against Academic Decisions\) Rule 2006](#)

References

Forms *Not applicable*

Review & History

This procedure should be reviewed every two years from the Date of Effect.

End of Procedure

Modifications

Version	Date	Author	Approval	Sections Modified	Details of Amendments
V0.1	14-May-09	Susan Young			
V0.2	8-July-10	Susan Young			