

 BOND UNIVERSITY	STUDENT EXTERNAL REVIEW AND COMPLAINTS PROCEDURE
Contact Officer	Chief Integrity Officer
Date First Approved	19 December 2022
Approval Authority	University Registrar
Date of Next Review	December 2023

1. PURPOSE AND OBJECTIVES

This Procedure provides information on lodging external reviews of all grievances covered under the Student Grievance Management Policy.

2. AUDIENCE AND APPLICATION

This Procedure applies to the external review of all grievances for persons covered by the Student Grievance Management Policy including current students, former students, and prospective students who have applied to enrol in a coursework program.

For the purposes of this Procedure, the term 'student' refers to current, former, and prospective students.

3. ROLES AND RESPONSIBILITIES

Role	Responsibility
Vice Chancellor	<ul style="list-style-type: none"> ▪ Appoints Student Ombudsman ▪ Responds to recommendations from the Student Ombudsman
University Registrar	<ul style="list-style-type: none"> ▪ Policy owner
Chief Integrity Officer	<ul style="list-style-type: none"> ▪ Delegate of the University Registrar

4. PROCEDURE

Students who consider that their grievance has not been addressed following receipt of a response to a formal internal review and/or appeal may wish to pursue an external review. In such circumstances, international students typically proceed to the Commonwealth Ombudsman (refer to clause 4.1.1) and domestic students to the Student Ombudsman (refer to clause 4.1.2). In certain circumstances, it may be more appropriate for students to seek a review of their grievance from another external body (refer to clause 4.2).

Students are required to exhaust all internal steps to resolve their grievance before seeking external resolution with the Student Ombudsman. For other agencies, including the Commonwealth Ombudsman, while students may, in theory, refer a grievance to the external body at any stage, most external agencies encourage students to exhaust all internal grievance resolution processes before taking this step. Where a grievance is referred to an external body prior to the internal process being completed, the internal process will be paused pending an outcome from the external body.

4.1. External Review by Student Ombudsman

4.1.1. Commonwealth Ombudsman

The Commonwealth Ombudsman offers a free and independent service for international students who have a complaint or seek an external review of a decision made by the University. Students should contact the Commonwealth Ombudsman directly through its website www.ombudsman.gov.au.

Where a Cancellation of Enrolment applies, students must advise the Office of Integrity in writing that they have sought an external review by emailing integrity@bond.edu.au within 20 business days of being advised of the outcome of an internal appeal. The Office of Integrity will advise the Student Business Centre accordingly.

4.1.2. Student Ombudsman

The Student Ombudsman, being a person of suitable background and experience who is not an employee of the University, is appointed by the Vice Chancellor to conduct external reviews of decisions.

The Student Ombudsman offers a free and independent service for domestic students who have a complaint or seek an external review of a decision made by the University.

4.1.2.1. Application for Review

Applications for review submitted to the Student Ombudsman must be based on the outcome of an internal formal University appeal against academic/administrative decisions or findings of misconduct and associated orders and/or penalties (refer to Student Grievance Management Policy, Schedule

B1). The outcome of a general complaint may also be reviewed (refer to Student Grievance Management Policy, Schedule B2).

The Student Ombudsman will not accept a submission from an individual based solely on their disagreement with the outcome of the review or appeal of a grievance.

Students who refer matters to the Student Ombudsman must lodge their submission in writing to the Office of Integrity. The submission must:

- not exceed two A4 pages (size 10 font or greater) and be supported by no more than 10 A4 pages of evidence/documentation;
- clearly state the decision for which the external review is being sought or the complaint that has given cause for the application;
- have clearly numbered paragraphs and, for each piece of supporting documentation, clearly identified appendices;
- include (if relevant) the subject code, subject name and assessment;
- not simply re-state the information provided in the previous review but clearly address why the rationale of the University's review and/or appeal of the grievance was unreasonable or otherwise wrong.

A submission greater than two A4 pages will require the prior consent of the Student Ombudsman but this must be sought with appropriate justification and approved at least two business days prior to the appeal submission deadline. Requests must be made through the Office of Integrity.

4.1.2.2. Investigation and Determination of Review

Where a matter is referred for investigation, the Student Ombudsman will conduct such enquiries as they think fit and will have access to such information as is necessary to conduct the investigation. The Student Ombudsman will investigate independently and impartially and will not advocate for the student or the University. Investigations will be conducted in private and will normally be informal.

At the end of an investigation, the Student Ombudsman may conclude that the University has acted reasonably and within its policies and procedures and advise the University accordingly. If the Student Ombudsman finds that the University has failed to take appropriate action or that the decision was unreasonable or otherwise wrong, the Student Ombudsman may recommend that the University remedy the problem by:

- partially or fully reconsidering the decision;
- amending a University policy or procedure;
- providing clearer information regarding the decision or the related policy; or
- taking some other appropriate action.

The Student Ombudsman will normally review a decision and provide a formally signed-off report on the matter to the Vice Chancellor within 20 working days of the date of referral. The report will contain the findings of the investigation, the Student Ombudsman's recommendations, and full reasons for the recommendations for the consideration of the Vice Chancellor. The Student Ombudsman, through the Office of Integrity, will advise the student of their decision and the reasons for the decision in writing.

The Vice Chancellor will, after consideration of the report, normally adopt the recommendations of the Student Ombudsman, unless there are exceptional circumstances which require otherwise.

Where the Student Ombudsman has made a recommendation to the University, the Vice Chancellor will advise the student of the action the University will take in response to the Ombudsman's report within a reasonable time frame.

4.2. External Review by Other Agency

Students are advised to visit the website of other external agencies to seek direction on submission criteria. While not exhaustive, Table 1 provides a list of external agencies that may be able to review certain grievances.

Table 1: National and State Agencies

	Subject of the Grievance	External Agency
National	Discrimination, sexual harassment, victimisation, vilification	Australian Human Rights Commission
	FEE-HELP, intellectual property rights	Administrative Appeals Tribunal Australian Competition and Consumer Commission

	Non-compliance with the Tertiary Education Quality and Standards Agency Act	Tertiary Education Qualifications Standards Agency (TEQSA)
Queensland	Refunds	QLD Office of Fair Trading
	Discrimination	QLD Human Rights Commission
	Safety on campus	Workplace Health and Safety Queensland
	Right to Information or privacy breach	Office of the Information Commissioner (Queensland)

5. DEFINITIONS, TERMS, ACRONYMS

Except as otherwise specified in this Procedure, terms used in this Procedure have the same meaning as set out in the Student Grievance Management Policy.

6. RELATED DOCUMENTS

[Student Code of Conduct Policy](#)

[Student Complaints Procedure](#)

[Student Grievance Management Policy](#)

[Student Review and Appeals Procedure](#)

7. MODIFICATION HISTORY

Date	Sections	Source	Details
December 2022			Regulations to Procedure