 BOND UNIVERSITY	STUDENT GRIEVANCE MANAGEMENT POLICY
Contact Officer	Chief Integrity Officer
Date First Approved	14 December 2022
Approval Authority	University Registrar
Date of Next Review	14 December 2025

1. PURPOSE AND OBJECTIVES

Bond University is committed to a culture of continuous improvement and views feedback as essential to the provision of quality support services to the University community. Genuine grievances on the part of students are regarded as a source of feedback which enables the University to identify inconsistencies between the standard of service promised and/or provided, and student expectations. This information can be used to instigate preventative strategies to reduce recurrence and to undertake targeted continuous improvement.

The objectives of this Policy are to:

- promote an effective student grievance management framework for the investigation and resolution of student grievances;
- outline the expectations and responsibilities of staff and students engaged in the University's student grievance resolution processes; and
- provide advice to students on external grievance resolution processes.

For the purposes of this Policy, a grievance is defined as a problem or concern raised by a student who considers that they have been negatively impacted because of an action, determination or omission within the control or responsibility of the University. Student grievances include:

- reviews and appeals – requests for review or appeal of a decision made by the University affecting the student directly; and
- complaints – University-related concerns or claims of dissatisfaction with an aspect of the student experience.

2. AUDIENCE AND APPLICATION

This Policy applies to all grievances raised by current Bond University students, including Higher Degree by Research (HDR) students, with the proviso that complaints relating to an HDR student's thesis or other research endeavours will be managed by the Chair of Graduate Research.

When enrolment is suspended or cancelled by the University, a student may access the grievance management process to raise a grievance about the decision to suspend or cancel their enrolment, except in relation to an executive suspension determined by the Vice Chancellor or University Registrar.

A Bond University student who undertakes cross-institutional study or an exchange program at another university is considered a student of the host institution for matters directly relating to their studies at that institution.

Former students and applicants for admission to a program of study may raise a grievance where this is consistent with Schedule B and the applicable time limits set out in the Student Review and Appeals Procedure or the Student Complaints Procedure.

The University may decline to investigate a grievance where another avenue is considered more appropriate, or the matter is considered unrelated to the University.

3. ROLES AND RESPONSIBILITIES

Role	Responsibility
Vice Chancellor	<ul style="list-style-type: none"> ▪ May waive the requirements of this Policy as considered appropriate
University Registrar	<ul style="list-style-type: none"> ▪ Policy owner ▪ Administrative decision maker or reviewer ▪ Conduct decision maker
Chief Integrity Officer	<ul style="list-style-type: none"> ▪ Delegate of the University Registrar for administrative and conduct decisions or reviews
Provost	<ul style="list-style-type: none"> ▪ Academic decision maker or reviewer
Vice President, Operations	<ul style="list-style-type: none"> ▪ Administrative decision maker or reviewer
Vice President, Engagement	<ul style="list-style-type: none"> ▪ Administrative decision maker or reviewer
Vice President, Future Students	<ul style="list-style-type: none"> ▪ Administrative decision maker or reviewer

Executive Dean of Faculty or Head of University Academic Unit (UAU)	▪ Academic and conduct decision maker or reviewer
Associate Dean (Student Affairs & Service Quality) of Faculty, or equivalent	▪ Academic and conduct decision maker
Director, Human Resources	▪ Conduct decision maker or reviewer
Faculty Business Director, or equivalent	▪ Conduct decision maker
Director, Bond International	▪ Administrative decision maker
Director, Campus Life	▪ Administrative decision maker
Director, Information Technology Services	▪ Administrative decision maker
Director of Planning	▪ Administrative decision maker
Director of Sport	▪ Administrative decision maker
Director, Student Business Services	▪ Administrative decision maker
Director, Student Success & Wellbeing	▪ Administrative decision maker
General Manager, Admissions	▪ Administrative decision maker
Credit Manager	▪ Administrative decision maker
University Appeals Committee	▪ Considers and determines student appeals in accordance with this Policy and associated procedures

4. POLICY STATEMENT

4.1. Policy Principles

The University aims to maintain a student grievance management process that:

- is accessible, impartial and underpinned by the principles of procedural fairness;
- allows for the investigation and resolution of student grievances in an equitable, consistent, transparent and timely manner;
- encourages, where possible, informal resolution of concerns;
- addresses concerns as close to the source of student dissatisfaction as possible;
- ensures, so far as is practicable, the privacy and confidentiality of the parties involved;
- encourages the maintenance of harmonious relationships and ensures grievances are resolved without victimisation or intimidation of anyone connected with the grievance;
- provides support and assistance to students involved in the process, including supporting their capacity for self-advocacy;
- explains decisions clearly and in writing, and ensures that any further steps the student may take in the process are conveyed with the decision; and
- includes provision for review by an appropriate external party if internal processes fail to resolve a grievance.

As outlined in Schedule A, depending on the nature of a grievance, the University will endeavour to resolve it by using one of the following procedures:

- Student Review and Appeals Procedure; or
- Student Complaints Procedure.

If a student raises a grievance in the form of a review or appeal which also includes a separate grievance that falls under the scope of the Student Complaints Procedure, the review or appeal decision maker may not be in a position to respond to all aspects of the grievance. In such instances, the grievances may be separated so that the review or appeal is managed under the Student Review and Appeals Procedure and the separate complaint is managed under the Student Complaints Procedure.

4.2. Time Limits

Time limits for the submission of a grievance are set out in the Student Review and Appeals Procedure or the Student Complaints Procedure, depending on the nature of the grievance.

Except where a legislative timeframe is imposed, the time taken to consider and resolve a grievance by the University may vary due to the nature and complexity of the grievance, the availability of relevant information, and the number of persons involved in the grievance.

4.3. Informal Resolution

In most instances, it is expected that a student will initially attempt to resolve an issue informally by directly approaching the person concerned. Informal resolution strategies also include:

- discussing the matter with a relevant staff member, including the applicable Student Affairs & Service Quality Manager or Associate Dean (Student Affairs & Service Quality), or equivalent;
- seeking clarification on the matter from a relevant staff member to understand the decision; and/or
- requesting a relevant staff member to raise the matter with the individual, where applicable.

If the issue cannot be resolved informally and the student wishes to pursue formal resolution, a formal grievance may be lodged.

4.4. Student Review and Appeals

The categories of grievance considered under the Student Review and Appeals Procedure are set out in Schedule B1 and relate to:

- a review of, or appeal against, an administrative decision (the application of policy and procedure) of the University in relation to a student;
- a review of, or appeal against, an academic decision (the exercise of academic judgement) of the University in relation to a student's studies; and/or
- an appeal against a finding of, and/or the penalty for, misconduct by a student.

The process for pursuing a review or appeal is governed by the Student Review and Appeals Procedure and the decision makers for each step in the process are identified in Schedule B1.

The effect of Schedule B1 is to provide a comprehensive listing of the University decisions that are subject to review and/or appeal. Students are required to act responsibly and not seek a review, or lodge an appeal, for trivial or vexatious reasons. Students are required to provide serious grounds and factual evidence in support of a request for a review or lodgement of an appeal. The University will not set aside a decision on the basis that the student disagrees with it.

4.4.1. Review of Decisions

If a matter cannot be resolved informally, the student may request a review of the decision. A review is a written application requesting an appraisal of an initial decision affecting a student. The review is conducted by a senior officer of the University who is a designated decision maker. A request for a review may be upheld in part or in whole, or a new determination made.

4.4.2. Appeals

Following the outcome of a review or a finding of misconduct, the student may be eligible to appeal that decision to the designated decision maker for the appeal provided they meet the applicable grounds for appeal. An appeal is a written request to have a decision affecting a student investigated. An appeal may be upheld or dismissed in part or in whole, or a new determination made.

An appeal may only be submitted by a student where they can demonstrate at least one of the following grounds:

- new and relevant material exists that was not reasonably available to the student before the decision was made and that would have a significant impact on the decision;
- an order or penalty imposed as a consequence of a finding of misconduct was excessive or inappropriate taking into account all the circumstances of the case;
- there was a misapplication of policy or procedure resulting in some real disadvantage to the student;
- there was bias or a conflict of interest on the part of the decision maker; or
- in the case of exclusion for unsatisfactory academic progress, there were extenuating circumstances that prevented the student from completing their studies successfully.

If a student has submitted an appeal relating to exclusion for unsatisfactory academic performance, they will be entitled to remain enrolled in their program of study while their appeal is under consideration by the University. This is not the case where a student has submitted an appeal relating to suspension or expulsion from the University.

4.5. Complaints

Indicative categories of grievance considered under the Student Complaints Procedure are set out in Schedule B2 and relate to:

- a problem or concern raised by a student regarding their treatment as a student; and/or
- the quality or delivery of a service or advice provided by the University.

The process for pursuing a complaint is governed by the Student Complaints Procedure and the decision makers for each step in the process are identified in Schedule B2.

Where a complaint raises issues of potential misconduct by staff or students, the matter will be dealt with under the relevant Code of Conduct Policy and Procedure.

4.6. Good Faith

The University expects that all parties involved in a grievance will engage in good faith with the grievance resolution process.

The University does not tolerate victimisation and may take disciplinary action against a student or staff member who is found to have victimised another student or staff member for their participation in (or association with) raising, supporting or resolving a grievance.

4.7. Frivolous or Vexatious Grievances

Any student who uses the student grievance resolution process to pursue a frivolous or vexatious grievance, or who deliberately provides misleading information in relation to a grievance, may be subject to disciplinary proceedings.

4.8. Anonymous Grievances

The University will not normally act on receipt of an anonymous grievance but may choose to do so if there is sufficient and reliable information, or a legislative requirement, for investigation. Should the University proceed to investigate, anonymity cannot be assured given the possibility that the identity of the information provider may be deduced as part of the investigative process.

5. UNIVERSITY APPEALS COMMITTEE

The University Appeals Committee has delegated responsibility to make final determinations on student appeals within the University. The terms of reference and membership provisions of this Committee are set out in Schedule C.

6. EXTERNAL REVIEW

A student who considers 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, domestic students typically proceed to the Student Ombudsman and international students to the Commonwealth Ombudsman.

Where appropriate, other external options may include:

- Tertiary Education Quality & Standards Agency (TEQSA);
- Administrative Appeals Tribunal;
- Queensland Human Rights Commission;
- Office of Fair Trading (Queensland);
- Office of the Information Commissioner (Queensland).

While a student may, in theory, refer a grievance to an external agency at any stage, most external agencies encourage the student to follow internal grievance resolution processes before taking this step. In particular, a request for review by the Student Ombudsman may only be submitted once all internal avenues of appeal at the University have been exhausted. Where a grievance is referred to an external body prior to internal processes being completed, the internal processes will be paused pending the outcome from the external body.

The process for seeking external review of a grievance is governed by the Student External Review and Complaints Procedure.

7. RECORD KEEPING

The University manages grievances through a centralised Grievance Management System. Files relating to grievances are retained and disposed of pursuant to University and statutory requirements.

The University maintains confidentiality in the management of student grievances in accordance with the Privacy Policy.

8. DEFINITIONS, TERMS, ACRONYMS

Appellant	A student who lodges an appeal.
Business days	Days falling from Monday to Friday from 8:30am to 5:00pm excluding public holidays.
Conflict of interest	Knowledge of or connection with a student or students involved in a review or appeal case that leads a committee member to believe they cannot objectively consider the evidence and/or, when viewed from the perspective of an objective observer, could create a perception of bias towards or against the student/s involved. In such cases

the committee member should notify the secretary of the committee and voluntarily step aside. A substantial association (positive or negative, current, or previous) with the relevant student/s is a strong indicator of conflict of interest but this does not extend simply to the teaching of or familiarity with the student/s in isolation.

Decision maker	An officer or body of the University listed in Schedule B of this Policy.
Exclusion	When a student is deemed ineligible to continue studying in an academic program at the University on the basis of their unsatisfactory academic progress. A student is excluded from a specific program, not from a Faculty/UAU or the University as a whole.
Executive suspension	Provisional debarment of a student from enrolment and/or attendance at the University as determined by the Vice Chancellor or University Registrar. There is no avenue within the University for review or appeal of an executive suspension.
Expulsion	Permanent debarment of a student from the University. An expelled student may not attend classes or participate in any University activity on or off campus.
Faculty	Bond Business School, Faculty of Health Sciences & Medicine, Faculty of Law, and Faculty of Society & Design (each of which is headed by an Executive Dean).
Officer	Any employee of the University.
Procedural fairness	Procedural fairness is concerned with the process used in decision making, rather than the outcome of a decision. It requires that the person who might be adversely affected by a decision should be notified of the key issues and given a reasonable opportunity to respond, and the decision maker should be impartial and make evidence-based findings.
Professorial standing	The status of full or associate professor in relation to an academic staff member.
Student	A person who is enrolled in one or more subjects or a research program offered by the University.
Suspension	Temporary debarment of a student from the University. A suspended student may not attend classes or participate in any University activity on or off campus.
University Academic Unit (UAU)	Bond University College (headed by the Director) and Transformation CoLab (headed by the Assistant Provost).

9. AFFILIATED PROCEDURES AND SCHEDULES

[Schedule A: Student Grievance Management – Process Flowchart](#)

[Schedule B: Student Grievance Management – Designated Decision Makers](#)

- [Schedule B1: Grievances Managed through the Student Review and Appeals Procedure](#)
- [Schedule B2: Grievances Managed through the Student Complaints Procedure](#)

[Schedule C: University Appeals Committee Terms of Reference and Membership Provisions](#)

[Student External Review and Complaints Procedure](#)

[Student Complaints Procedure](#)

[Student Review and Appeals Procedure](#)

- Review of Results Procedure
- Appeals Against Academic Exclusion Procedure
- Appeals Against Findings of Student Misconduct Procedure

[Withdrawal Without Penalty Procedure](#)

10. RELATED DOCUMENTS

[Academic Integrity Policy](#)

[Academic Progress Policy](#)

[Assessment Policy](#)

[Bond University Student Charter](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

[Privacy Policy](#)

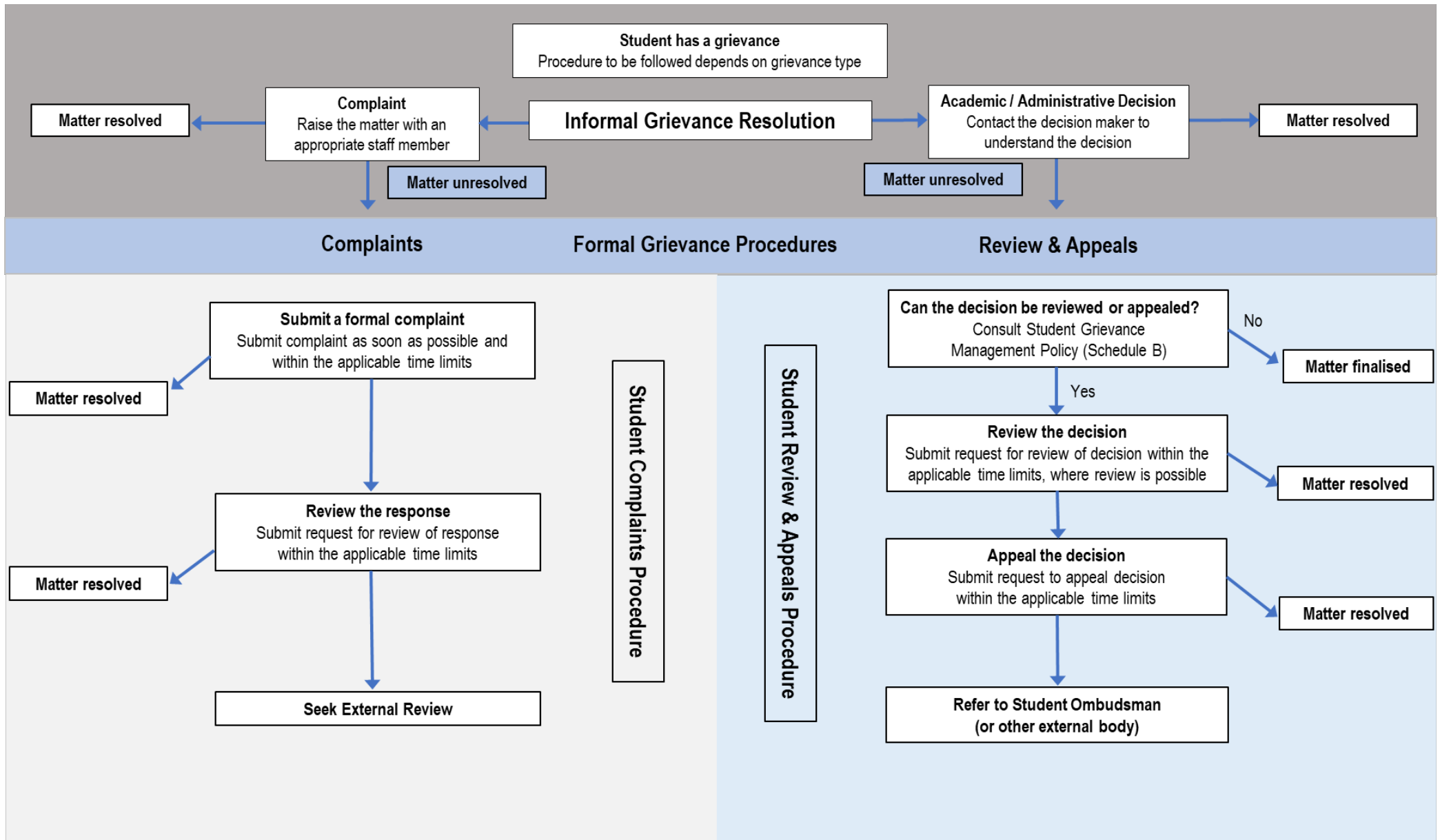
[Sexual Exploitation, Abuse, Assault and Harassment Policy](#)

[Student Code of Conduct Policy](#)

11. MODIFICATION HISTORY

Date	Sections	Source	Details
April 2023	Schedule B		Amended Table 5 Schedule B to include HDR students
14 December 2022			Regulations to Policy

STUDENT GRIEVANCE MANAGEMENT – PROCESS FLOWCHART



STUDENT GRIEVANCE MANAGEMENT – DESIGNATED DECISION MAKERS

SCHEDULE B1: Grievances managed through the Student Review and Appeals Procedure

This schedule provides a comprehensive list of all decisions made by Bond University which may be reviewed and/or appealed.

Review and/or appeal submissions will be considered in accordance with the Student Grievance Management Policy and the Student Review and Appeals Procedure. It is assumed that the student has made an attempt at informal resolution where appropriate.

Table 1: Decisions relating to Admission and Readmission

Category of Decision	Review	Appeal
Unsuccessful admission to a program due to factors unrelated to the University's entry requirements	Vice President, Future Students	University Registrar
Unsuccessful in gaining re-admission having served a period of exclusion from a coursework program	Associate Dean (Student Affairs & Service Quality), or equivalent	Executive Dean of Faculty or Head of University Academic Unit (UAU)

Table 2: Decisions relating to Enrolment

Category of Decision	Review	Appeal
Cancellation of enrolment due to non-payment of compulsory fees	Credit Manager	University Registrar
Deny request for late enrolment into a subject or change of subject (as per last enrolment date for the subject)	Associate Dean (Student Affairs & Service Quality), or equivalent	Executive Dean of Faculty or Head of UAU
Deny request to overload (i.e. enrol in more than the equivalent of a normal subject load)	Associate Dean (Student Affairs & Service Quality), or equivalent	Executive Dean of Faculty or Head of UAU
Deny request to change program	Associate Dean (Student Affairs & Service Quality), or equivalent	Executive Dean of Faculty or Head of UAU
Deny request for withdrawal without academic penalty (i.e. to change grade to W)	Director, Student Business Services	University Registrar
Deny request for letter of release (International students)	Director, Student Business Services	University Registrar
Deny request for cross-institutional study	Associate Dean (Student Affairs & Service Quality), or equivalent	Executive Dean of Faculty or Head of UAU
Imposition of enrolment sanctions (for reasons other than non-payment of fees)	Director, Student Business Services	University Registrar

Table 3: Decisions relating to the granting of Academic Credit

Category of Decision	Review	Appeal
Refusal to grant specified or elective credit towards a program	Executive Dean of Faculty or Head of UAU, or delegate	University Appeals Committee
Refusal to grant internal transfer credit where subjects were completed: <ul style="list-style-type: none"> • At Bond University and have not been counted for an award • At Bond University as part of a lower-level award which articulates with the program • At an affiliated institution under an articulation agreement 	Executive Dean of Faculty or Head of UAU, or delegate	University Appeals Committee
Refusal to grant exemption	Executive Dean of Faculty or Head of UAU, or delegate	University Appeals Committee

Table 4: Decisions relating to Fees and Charges

Category of Decision	Review	Appeal
Deny request for withdrawal without financial penalty (i.e. refund of tuition fees or FEE-HELP debt) due to special circumstances	Director, Student Business Services	University Registrar
Deny waiving compulsory fee (e.g. Student Activities Fee, Change of Program Fee)	Director, Student Business Services	University Registrar
Deny waiving Late Enrolment Penalty (for failure to enrol during the continuing enrolment period)	Director, Student Business Services	University Registrar
Deny waiving Late Cancellation of Enrolment Penalty	Director, Student Business Services	University Registrar
Penalty for non-payment of tuition fees	Credit Manager	University Registrar
Decisions relating to student housing fees and dining fees	Director, Campus Life	University Registrar
Decisions relating to financial aid disbursements	Director, Student Business Services	University Registrar

Table 5: Decisions relating to Academic Progression

Category of Decision	Review	Appeal
Failure to make satisfactory academic progress (coursework student issued with an exclusion notice)	Executive Dean of Faculty or Head of UAU, or delegate	University Appeals Committee
Refusal to permit Leave of Absence: Domestic Student (coursework student)	Executive Dean of Faculty or Head of UAU, or delegate – if the student is in receipt of a scholarship, the decision must be in consultation with University Registrar	University Appeals Committee
Refusal to permit Leave of Absence: International Student (coursework student)	Director, Student Business Services – in consultation with Executive Dean of Faculty or Head of UAU, or delegate	University Appeals Committee
Termination of candidature (HDR student)	N/A	University Appeals Committee

Table 6: Decisions relating to Assessment (Coursework Programs)

Category of Decision	Review	Appeal
Request for review of interim assessment	Associate Dean (Student Affairs & Service Quality), or equivalent	Executive Dean of Faculty or Head of UAU
Request for review of final assessment	Executive Dean of Faculty or Head of UAU, or delegate	University Appeals Committee
Refusal to grant alternative arrangements for assessment or examination based on accessibility and inclusion requirements	Director, Student Success & Wellbeing	University Registrar
Deny request for deferment of assessment or examination	Director, Student Business Services	University Registrar
Deny request for assessment extension	Associate Dean (Student Affairs & Service Quality), or equivalent	Executive Dean of Faculty or Head of UAU

Table 7: Decisions relating to Scholarships

Category of Decision	Review	Appeal
Withdrawal of a scholarship (coursework student) including Commonwealth Scholarship (e.g. ISSP)	Director, Student Business Services	University Registrar
Deny reinstatement following withdrawal of scholarship (coursework student)	Director, Student Business Services	University Registrar

Table 8: Decisions relating to Student Misconduct

Category of Decision	Review	Appeal
Finding of general misconduct (and/or penalty imposed) by decision maker other than University Disciplinary Board	Show cause to decision maker	University Appeals Committee
Finding of academic misconduct (and/or penalty imposed) by Executive Dean of Faculty or Head of UAU	N/A	University Appeals Committee
Finding of academic or general misconduct (and/or penalty imposed) by University Disciplinary Board	N/A	University Appeals Committee

SCHEDULE B2: Grievances managed through the Student Complaints Procedure

Bond University will respond to any complaint a student may make regarding the University, the University’s education agents or any related party with whom the University has an arrangement to deliver the student’s program or related services. The categories of complaint listed in this schedule are indicative only.

Complaint submissions will be considered in accordance with the Student Grievance Management Policy and the Student Complaints Procedure.

Table 1: Complaints relating to Staff Conduct

Category of Complaint	Response	Review
Grievances relating to conduct of academic staff	Executive Dean of Faculty or Head of University Academic Unit (UAU)	Director, Human Resources
Grievances relating to conduct of professional and general staff	Head of Department/Unit/Faculty Business Director	Director, Human Resources
Grievances relating to Bond University’s education agents	Director, Bond International	Vice President, Future Students

Table 2: Complaints relating to Student Conduct

Category of Complaint	Response	
Allegations of sexual harassment and sexual assault	Chief Integrity Officer	
Grievances relating to general conduct of students, including discrimination, bullying and harassment	Chief Integrity Officer	Further action is governed by the Student Code of Conduct Policy
Grievances relating to the academic conduct of students, including cheating and plagiarism	Associate Dean (Student Affairs & Service Quality), or equivalent	

Table 3: Complaints relating to University Policies and Services

Category of Complaint	Response	Review
University policy or procedure	Director of Planning	Vice President, Operations
Campus services, including: <ul style="list-style-type: none"> • Accommodation • Parking • Sports Centre • Security • Food & Beverage • Retail facilities 	Director, Campus Life	University Registrar
Student support services, including: <ul style="list-style-type: none"> • University Library • Academic Skills Centre • Careers and Employment • Peer mentoring & tutoring support • Nyombil Centre • Medical Centre and Counselling • Student welfare, inclusion and accessibility 	Director, Student Success & Wellbeing	University Registrar
Student administrative and business services, including: <ul style="list-style-type: none"> • Enrolment • Examinations • Timetabling • Graduation • E-student 	Director, Student Business Services	University Registrar
Bond Sport services	Director of Sport	Vice President, Engagement
Information technology services, including software and learning platforms	Director, Information Technology Services	Vice President, Operations

Table 4: Complaints relating to Academic Programs and Services

Category of Complaint	Response	Review
Program, subject and teaching quality, including: <ul style="list-style-type: none"> • Coursework content and advice • Lectures and tutorials • Subject materials • Teaching, support, guidance and feedback • Teaching facilities • Professional accreditation, placements and practical assessments 	Executive Dean of Faculty or Head of UAU, or delegate	Provost



UNIVERSITY APPEALS COMMITTEE TERMS OF REFERENCE & Membership Provisions

Reporting Relationship

University Appeals Committee reports to the Vice Chancellor. The Committee may make recommendations to Academic Senate or University Management Committee on matters within its terms of reference.

Terms of Reference

University Appeals Committee has delegated responsibility to make final determinations on student appeals.

University Appeals Committee has responsibility for:

- Considering and determining appeals in relation to academic exclusion from a program at the University;
- Considering and determining appeals in relation to academic matters within the remit of the Committee;
- Considering and determining appeals against all findings of student misconduct and/or applied orders and penalties; and
- Identifying systemic issues related to policies, procedures, practices or systems within its sphere of responsibility and making recommendations to Academic Senate or University Management Committee on opportunities for improvement.

There is no other avenue of appeal within the University.

Membership

Core members

Chair

- Academic staff member of professorial standing appointed by the Vice Chancellor

Deputy Chair

- Deputy Chair, Academic Senate

Student Members

- Two students appointed by the Vice Chancellor after consultation with the Executive Committee of the Bond University Student Association, from whom one will be selected for each meeting

Co-opted members

Staff Members

- Eight academic staff members of professorial standing (two per Faculty appointed by the relevant Executive Dean), from whom up to two will be selected for meetings involving appeals other than misconduct appeals from the University Disciplinary Board
- Two senior staff members appointed by the Vice Chancellor, from whom one will be selected for meetings involving misconduct appeals from the University Disciplinary Board and from whom one may be selected for meetings involving other appeals

Ex Officio

- Director, Learning & Teaching, who will be preferred for selection for meetings involving academic misconduct appeals from the University Disciplinary Board
- Vice President, Operations, who will be preferred for selection for meetings involving general misconduct appeals from the University Disciplinary Board

Meetings

University Appeals Committee will meet as required. Meetings will be held in person or online at the discretion of the Chair.

The Chair is responsible for convening the Committee for each meeting, taking into consideration the type of appeal as outlined in the following table.

Core members	Type of appeal	Co-opted members
<ul style="list-style-type: none"> • Chair • Deputy Chair • One student member 	All appeals except misconduct appeals from University Disciplinary Board	<ul style="list-style-type: none"> • Two staff members, one of whom may be a senior staff member appointed by the Vice Chancellor
	Misconduct appeals from University Disciplinary Board	<ul style="list-style-type: none"> • One senior staff member appointed by the Vice Chancellor • One <i>ex officio</i> member

No member may participate who has previously been involved as a decision maker in the case that is being appealed or has any other conflict of interest.

The appellant student may be accompanied by another person (not acting as legal counsel or solicitor), whose role is to provide the student with moral support but not to advocate on their behalf.

Where the appellant is a student who identifies as a member of a diverse cohort which is not represented among the Committee's membership, the Chair will invite an appropriate representative to join the Committee for the relevant meeting if the appellant requests and consents to this in writing.

A quorum for the meeting is three and must include one student representative. However, a meeting will be considered quorate without a student representative if the appellant requests and consents to this in writing.

If, in a particular appeal case, a quorum for a meeting cannot be obtained from the pool of members, the Vice Chancellor may appoint another person to join the Committee for the purposes of considering and determining that appeal.

In the absence of the Chair, the Deputy Chair will act as chairperson. In the absence of both the Chair and Deputy Chair, the Vice Chancellor may appoint another member of the Committee, including a replacement member, to act as chairperson.

Protocols

The Committee will follow the protocols outlined in the Bond University Academic Senate Committee Protocols as appropriate.