

Policy Name	ACADEMIC GRIEVANCE AND APPEALS POLICY
Policy Number	A005_PO_HE (Academic)
Purpose	The purpose of this policy is to acknowledge the right of enrolled students to raise and have addressed academic grievances and appeals.
Scope	Enrolled Students: This policy applies to all currently enrolled students related to teaching and learning in accredited Higher Education courses at the Whitehouse Institute of Design, Australia (Whitehouse). Courses and Campuses: This policy applies to Whitehouse across all campuses and for all FEE-HELP enabled courses offered by Whitehouse to prospective and current students. Exclusions: Graduates are excluded. Under Commonwealth legislation, graduates cannot appeal an academic grievance (e.g. FEE-HELP debt remitted) after they have completed a unit(s) or a qualification of study. This is clearly specified on the Australian Government's Study Assist website: StudyAssist – Cancel your HELP debt under special circumstances. The Study Assist guidelines state that "You cannot have your HELP debt cancelled if you have successfully completed the unit of study."
Policy Statement	Whitehouse will work to ensure that an academic grievance and appeals process is conducted: • fairly • impartially • transparently, and • in a timely manner. All students have the right to lodge informal and/or formal grievances and appeals against academic or administrative decisions related to their learning and assessment 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. A student may, in the first instance, seek assistance and advice in relation to the academic appeals process from the Campus Wellbeing Officer, Reception or Student Administration.
Relevant Legislation	• National Student Ombudsman https://www.nso.gov.au/ • Commonwealth Ombudsman, international student complains. • Administrative Review Tribunal (ART): https://www.art.gov.au/ • Australian Human Rights Commission https://humanrights.gov.au/ • 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
Key Related Documents	• Academic Grievance and Appeals Procedures • Student, Grievance Form, Academic • Student Consultation Form • Code of Conduct (Students) • Student Course Handbook • 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.
Definitions	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. Complainant: the student making a complaint or grievance. Executive Management Committee: Whitehouse's Senior Operations Group. 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. Product: in this context, material goods are provided to a student, either free of charge or for a fee, to assist them to study at the Whitehouse Institute. Service: in this context, an act done for a student as part of their experience at the Institute. 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. Grievances / Appeals About Academic Matters. These are usually complaints or appeals against academic decisions. They include but are not limited to: • 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.		
Responsible Officer	Chief Executive Officer or delegated Senior Executive Management Committee member.		
Approval Authority/ Authorities	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	10/2025 - Updated the policy statement section. Applies to all enrolled students; excludes employees, contractors, graduates. - Checked URLs and updated the Relevant Legislation section. 12/2023 - 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. 05/2018 Re-branding – Header & Footer only 11/2016 Policy and Procedures separated, and HE and VET documentation separated. Updated formatting and minor amendments.		
Signed and dated for Whitehouse Pty Ltd	 Signature Name Date Leanne Whitehouse 20 12 2023		

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