

Tables of Decision-Makers

Table A – Student Grievances

STUDENT GRIEVANCES – ACADEMIC, ADMINISTRATION AND SERVICES	Informal resolution	Stage 1 – Formal grievance	Stage 2 - Review of decision or outcome	Stage 3 - Appeal
Privacy and Information Management	Approach a front-line representative of the service area directly	Director (Student and Academic Support)	Deputy Vice-Chancellor (Academic)	<i>External referral to Privacy Commissioner</i>
Faculty Student Support (Coursework students)	Approach a front-line representative of the service area directly	Academic Program Support Manager	Faculty Executive Manager	Executive Dean
Graduate Research Student Support (HDR students)	Approach a front-line representative of the service area directly	Associate Dean (Graduate Research School)	Dean (Graduate Research School)	Deputy Vice-Chancellor (Research and Innovation)
Student Life Including enrichment activities, orientation, societies & clubs, residential colleges	Approach a front-line representative of the service area directly	Coordinator or Manager of relevant area in Student Life	Director (Student Life)	Deputy Vice-Chancellor (Academic)

Program, Course and Teaching Quality	Approach the person concerned directly, e.g. Course Examiner	<ul style="list-style-type: none"> • Head of School, or delegate • Associate Dean (Graduate Research School) 	<ul style="list-style-type: none"> • Associate Dean (Learning, Teaching and Student Success) • Dean (Graduate Research School) 	<ul style="list-style-type: none"> • Executive Dean • Deputy Vice-Chancellor (Research and Innovation)
Honours Program	Supervisory team	Honours Program Coordinator	Associate Dean (Learning, Teaching and Student Success)	Executive Dean
HDR Student Supervision	Supervisory team	Associate Dean (Graduate Research School)	Dean (Graduate Research School)	Deputy Vice-Chancellor (Research and Innovation)
Assessment	Course Examiner	Associate Head (Learning, Teaching and Student Success)	Head of School	Student Academic Appeals Committee
Campus Services Including parking, security, inter-campus shuttle bus, food and retail facilities	Approach a front-line representative of the service area directly	Manager or Associate Director of relevant area in Facilities Management	Director, Facilities Management and Operations	Deputy Vice-Chancellor (Enterprise Services)
Information Services Including library and ICT services	Approach a front-line representative of the service area directly	Manager of relevant area in Library or ICT Services	Director, Library Services Director, Client Services	Deputy Vice-Chancellor (Enterprise Services)
Student Services <ul style="list-style-type: none"> • Enrolments, admissions, timetabling, graduations and iConnect • Counselling, student equity, student disability and welfare • Careers and employment • Scholarships • Fee waivers and extensions 	<ul style="list-style-type: none"> • iConnect • Student Support services • Student Support services • Student Support services • iConnect 	Manager or Associate Director of relevant area in the Students portfolio	<ul style="list-style-type: none"> • Director, Student and Academic Support • Director, Student Success and Wellbeing • Director, Student Success and Wellbeing • Director, Student Success and Wellbeing • Director, Student and Academic Support 	Deputy Vice-Chancellor (Academic)

Table B – Decisions made by the University

DECISIONS - ACADEMIC	Stage 2 - Review of decision	Stage 3 - Appeal
Unsuccessful in gaining admission <ul style="list-style-type: none"> Coursework students HDR students Honours 	<ul style="list-style-type: none"> Executive Dean Dean (Graduate Research School) Executive Dean 	Student Academic Appeals Committee
Unsuccessful in gaining re-admission following exclusion for unsatisfactory academic progress <ul style="list-style-type: none"> Coursework students HDR students 	<ul style="list-style-type: none"> Executive Dean Dean (Graduate Research School) 	Student Academic Appeals Committee
Decisions not to grant Credit for previous formal, informal or non-formal study	<ul style="list-style-type: none"> Associate Dean (Academic) Dean (Graduate Research School) 	Student Academic Appeals Committee
Exclusion for unsatisfactory academic progress <ul style="list-style-type: none"> Coursework students HDR students 	<ul style="list-style-type: none"> Executive Dean Deputy Vice-Chancellor (Research and Innovation) 	Student Academic Appeals Committee
Placement on conditional academic standing (HDR students)	Dean (Graduate Research School)	Student Academic Appeals Committee
Decision not to grant a candidature extension request (HDR students)	Deputy Vice-Chancellor (Research and Innovation)	Student Academic Appeals Committee
Termination of candidature for unsatisfactory progress (HDR students)	<i>Proceed directly to Stage 3 - Appeal</i>	Student Academic Appeals Committee
Discontinuation of candidature (HDR students)	Deputy Vice-Chancellor (Research and Innovation)	Student Academic Appeals Committee
Decision not to approve a Thesis for examination	Dean (Graduate Research School)	Student Academic Appeals Committee
Review of Final Grade	Course Examiner	Student Academic Appeals Committee

Decisions not to grant assignment extensions, deferred examinations, leave of absence, deferral etc. (Coursework students)	Associate Dean (Learning, Teaching and Student Success)	Executive Dean
Decisions not to grant leave of absence, other leave etc (HDR students)	Dean (Graduate Research School)	Deputy Vice-Chancellor (Research and Innovation)
Substantiated finding and/or penalty for Academic Misconduct (Coursework students)	<i>Proceed directly to Stage 3 - Appeal</i>	Student Academic Misconduct Appeals Committee
Academic Misconduct (Research) Unpublished Authorship	Deputy Vice-Chancellor (Research and Innovation)	Student Academic Misconduct Appeals Committee

DECISIONS - ADMINISTRATIVE/OTHER	Review of Decision	Internal Appeal
Removal of financial liability due to special circumstances	Director (Student and Academic Support)	<i>n/a – external referral to AAT or QLD Ombudsman</i>
International Student transfer between Providers in first six months of enrolment	Pro Vice-Chancellor (International)	Student Academic Appeals Committee
Disability Adjustments	Associate Dean (Learning, Teaching and Student Success)	Executive Dean
International Student visa cancellation for not meeting attendance requirements in non-award programs	Head, USQ College	Deputy Vice-Chancellor (Academic)
Substantiated finding and/or penalty for Student General Misconduct	<i>Proceed directly to Stage 3 - Appeal</i>	Student General Misconduct Appeals Committee