Students’ Feedback and Complaint Procedures

The procedures outlined below are for all research degree and professional doctorate students in the University. All feedback / complaints relating to academic and non-academic matters undergo a three-layered review procedures at departmental, College/School and central levels, respectively.

Complaints principally arising from matters covered by other specific procedures (such as those for the review of course grades or examination results) should be raised under those procedures as stated in the University’s Academic Regulations.

Complaints must be initiated by a written statement indicating the action(s) being complained and the date(s) the action(s) occurred, the grounds upon which the complaint is based. The written statement should also include a description of the results of the departmental level informal resolution process, and any background information that the student deems pertinent to the case.

All matters of a complaint nature should be dealt with at the departmental level in the first instance. The student must first attempt resolution at the departmental level via the Supervisor, and via the Departmental Research Degree Coordinator or Head of Department. If a mutually satisfactory resolution cannot be reached at the departmental level, the complaint may be brought to the college/school level via the Chair of the College/School’s Graduate Studies Committee. If a mutually satisfactory resolution cannot be reached at the college/school level, the complaint may be brought before the Dean of Graduate Studies for final decision.

For complaints regarding actions by the Supervisor or originating within the student’s major department, the complaint may be brought to the Chair of the College/School Graduate Studies Committee. For complaints regarding actions originating from the College/School, the appeal will be referred to the Dean of Graduate Studies for final action in all matters.

For Academic Matters

1. Student
2. Supervisor
3. Departmental Research Degree Co-ordinator / Department Head
4. College / School Graduate Studies Committee Chair
5. Dean of Graduate Studies

For Non-Academic Matters

1. Student
2. Supervisor
3. Departmental Research Degree Co-ordinator / Department Head
4. College / School Graduate Studies Committee Chair
5. Dean of Graduate Studies / Student Development Services