

A guide to Feedback, Complaints and Appeals @ USQ

There are seven ways to raise an issue at USQ. Further detail can be found at:
usq.edu.au/complaints-appeals

	Non-Academic				Academic		
	<p>Feedback and informal complaints</p> <p>Giving feedback on general issues and problems where a formal response from the University is not required.</p>	<p>Formal complaints</p> <p>Written complaints about a serious matter which require a formal process and formal University response within a required timeline. Confidentiality is assured and the principles of fairness and justice are in place.</p>	<p>Non-Academic appeals</p> <p>Appeal (with grounds) against decisions relating to: Student general misconduct or transfer between provider requests; or Disability support adjustments.</p>	<p>Review of decision</p> <p>Against decisions relating to: denial of program admission; financial assistance; student loan; fee refund; waive academic penalty/fee reversal; or breach of non-academic scholarship/bursary conditions; or international student enrolment cancellation.</p>	<p>My Opinion Survey</p> <p>Student feedback on individual courses (student course evaluation). Individuals are not identified however the results are formally analysed by each faculty and inform the quality cycle at USQ.</p>	<p>Review of Final Grade</p> <p>A formal process to clarify any issues relating to the overall Grade for the Course.</p>	<p>Academic appeals</p> <p>Appeal (with grounds) against decisions relating to: Course assessment process, student progress, enrolment, Research Misconduct and/or Academic integrity.</p>
What do I need?		Evidence of what you have done to try to resolve the issue already and/or other evidence although neither are compulsory.	Evidence & Grounds for appeal as per the Non-Academic Appeals Procedure	Various options depending on type of review	The email sent to you at the end of semester with a link to your course survey	Grounds as per the Assessment Procedure. This is compulsory.	Evidence of Grounds as per the Academic Appeals Procedure. This is compulsory.
Compulsory Steps Process	Send an email to USQ anytime: usq.experience@usq.edu.au	Try to resolve the matter informally before putting in a formal complaint (does not apply to e.g. sexual assault, harassment, bullying etc) Complete and submit the form at usq.edu.au/complaints-appeals anytime	Email in a completed Non-Academic Appeal Form	Various options depending on type of review	Complete survey as soon as link is emailed	Contact your course examiner to check that no administrative error has occurred and discuss the grounds you have identified. Complete a Review of Final Grade Form	<p>◀ NO If your appeal relates to a final grade – have you completed a review of final grade application form and process prior to lodging your Academic Appeal?</p> <p>▶ YES Email in a completed Academic Appeal Form</p>
Is there a time limit?	No	No although it is helpful to let us know of your complaint ASAP	Within 20 USQ Business Days of Notice of Decision	Within 20 USQ Business Days of the Notice of Decision	Yes – surveys close after 2 weeks	Within 10 USQ Business Days of results release	Within 20 USQ Business Days of relevant notification
Who is the final decision-maker?	Relevant Section Head	Pro Vice-Chancellor (Student Services)	Non-Academic Appeals Committee	Varies depending on type of Review	Executive Dean of the Faculty	Head of School	Academic Appeals Committee
USQ Procedure	Student Complaint Management Procedure	Student Complaint Management Procedure	Non-Academic Appeals Procedure	Review of Decision Procedure	N/A	USQ Assessment Procedure	Academic Appeals Procedure
Will I receive a Formal Response?	No	Yes usually within 15 USQ Business Days	Yes usually within 10 USQ Business Days	Yes usually within 10 USQ Business Days	Aggregate data available from your School/Faculty	Yes usually within 10 USQ Business Days	Yes usually within 10 USQ Business Days
Is there another level of complaint/appeal after this?	Yes, USQ Formal Complaint	Yes, external to USQ e.g. State Ombudsman etc	Yes, University Appeals Panel	Yes, external to USQ e.g. State Ombudsman etc	N/A	Yes, Academic Appeals Committee	Yes, University Appeals Panel if there are grounds

***This is a high level guide only. Students should refer to relevant Policy and Procedures for official, detailed information.**