



# HIGHER DEGREE RESEARCH (HDR) STUDENT ACADEMIC COMPLAINT FORM

*This form supports the process for resolving an academic complaint, as detailed in the 'HDR Student Academic Complaints Policy'.*

## Informal Consultation

If you have a question or concern about an issue that affects your academic progress you should first approach your Supervisor(s) directly to discuss the matter. You may alternatively seek advice informally from other appropriate persons in your Faculty (e.g. Head of Postgraduate Studies, Associate Dean (Research)). You should discuss the issue with one or more of these people as soon as possible after the issue has arisen or come to your attention.

## Formal Academic Complaint

If your issue remains unresolved after informal consultation, you may lodge a formal academic complaint. This must be lodged with your Faculty Designate **within twenty (20) working days of either:**

- a. the unsuccessful attempt at informal resolution of the issue; or
- b. when you became aware of the issue.

## Stages of Formal Academic Complaint

The stages of review of a formal academic complaint are:

### STAGE 1. Review by Faculty Designate

If you have not been able to resolve the issue informally, you may lodge a formal complaint.

### STAGE 2. Review by Student Ombudsman

If you believe the issue has not been resolved satisfactorily at Stage 1, you may lodge a request to progress to Stage 2.

### STAGE 3. Review by Deputy Vice-Chancellor (Research and Innovation)

If you believe the issue has not been resolved satisfactorily at Stage 2, you may lodge a request to progress to Stage 3.

## Submission of form:

For information about who to submit your form to, please refer to your **Faculty Website** or **Faculty Central Office**.

You are encouraged to read the University's policy for dealing with HDR student academic complaints, which can be found at <http://www.uow.edu.au/about/policy/UOW058652.html>.



## STUDENT DETAILS

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Student to complete the following information:

<b>Student Number</b>	<b>Family Name</b>	<b>Other Names</b>
<b>Current Address</b>		<b>Telephone</b>
		<b>Email</b>
<b>Faculty</b>	<b>School</b>	
<b>Course Number</b>	<b>Course Name</b>	
<b>Subject Number</b> (if applicable)	<b>Subject Name</b> (if applicable)	
<b>Study</b>	Domestic <input type="checkbox"/>	International <input type="checkbox"/>
	Full Time <input type="checkbox"/>	Part Time <input type="checkbox"/>



## FORMAL ACADEMIC COMPLAINT

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**Student to complete the following information:**

### Description of academic complaint

*Please provide a brief description of what the complaint is about, how it arose, and what steps you have taken to resolve the complaint, including dates. Add extra information as necessary.*

### Supporting evidence

*Please outline the evidence you have in support of the complaint (you should attach additional documentation as necessary).*

### Form of resolution sought

*Please briefly describe what outcome you would like in order to resolve the complaint.*

**Student Signature**

**Date**

Click here to enter a date.

*[STUDENT: Please submit this document to your Faculty Designate and retain a copy of this document for your records]*



## STAGE 1: REVIEW BY FACULTY DESIGNATE

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Faculty Designate to complete the following information:

<b>Comments</b> <i>Please outline the steps taken to investigate the complaint and your findings on the matter.</i>		
<b>Recommended Outcome</b>		
<b>Signature</b>	<b>Name (Please Print)</b>	<b>Date</b>
   	   	Click here to enter a date.

*[FACULTY DESIGNATE: Please retain a copy of this document for your records and return the original to the student]*

## STAGE 2: REVIEW BY STUDENT OMBUDSMAN

If you are not satisfied with the outcome of Stage 1 of the process because:

- you do not believe the outcome at Stage 1 of the process is supported by the available evidence;
- due process has not been adhered to by the Faculty, or
- relevant new or additional information is now available that was not available at Stage 1

you can refer the matter to the Student Ombudsman within **twenty (20) working days** of the date you receive notification of the Head of School or nominee's response.

The role of the Student Ombudsman is to independently review undergraduate, postgraduate and higher degree research (HDR) student academic complaints that have not been resolved informally or through the formal Faculty level process.

**Student: Please explain why you are not satisfied with the outcome of Stage 1 of the process and identify any particular issues that you would like considered in addition to information that you have previously provided:**

<b>Reasons you are not satisfied with outcome</b>	
<b>Additional information in support of review</b>	
<b>Signature</b>	<b>Date</b>
	Click here to enter a date.

*[STUDENT: Please submit this document to the Student Ombudsman and retain a copy of this document for your records]*

**Student Ombudsman to complete the following information:**

<b>Comments</b>
<i>Please outline the steps taken to investigate the complaint and your findings on the matter, including details of consultation with the Dean of Research regarding the matter.</i>
<b>Recommended Outcome</b>

<b>Signature</b>	<b>Name (Please Print)</b>	<b>Date</b>
		Click here to enter a date.

*[SO: Please retain a copy of this document for your records and return the original to the student]*

### STAGE 3: REVIEW BY DEPUTY VICE-CHANCELLOR (RESEARCH AND INNOVATION)

If, after careful consideration, you are not satisfied with the decision of the Student Ombudsman because:

- a. due process has not been adhered to at either Stage 1 or Stage 2, or
- b. relevant new or additional information is now available

you may appeal to the Deputy Vice-Chancellor (Research and Innovation) within **twenty (20) working days** of the date you receive notification of the response from the Student Ombudsman.

**Student: Please explain why you are appealing the outcome of Stage 2 of the process and identify any particular issues that you would like considered in addition to information that you have previously provided:**

<b>Reasons for appeal</b>	
<b>Additional information in support of appeal</b>	
<b>Signature</b>	<b>Date</b>
	Click here to enter a date.

*[STUDENT: Please submit this document to the DVC(R&I) and retain a copy of this document for your records]*

**Deputy Vice-Chancellor (Research & Innovation) to complete the following information:**

<b>Comments</b>
<i>Please outline the steps taken to review the complaint and your findings on the matter.</i>
<b>Recommended Outcome</b>

Signature	Name (Please Print)	Date
		Click here to enter a date.

*[DVC(R&I): Please retain a copy of this document for your records and return the original to the student]*

## THE UOW COMPLAINT PROCESS IS NOW EXHAUSTED

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At any point during the academic complaint process, a student who is dissatisfied with the outcome or conduct of the academic complaint may lodge a complaint with an external agency.

Students have the right to make a complaint to the NSW Ombudsman when there is evidence of maladministration or misconduct by the University of Wollongong. Note that the NSW Ombudsman may choose to not investigate a matter until the University has had sufficient opportunity to remedy/rectify the academic complaint internally.

## FURTHER INFORMATION

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For further information about the student academic complaints process, please refer to the following webpage: <http://www.uow.edu.au/student/complaints/UOW008298.html>.