

Which form is right for me?

Do you want to formally express your dissatisfaction or question an academic decision? Decide which description fits you and follow the line to see what your next step is. The processes need to be followed in order and often have specific timeframes attached to them. Make sure you submit your completed applications within the specified timeframes after you receive the official decision or outcome. More information can be found on the relevant application forms.

I am unhappy with a **general matter**. May include a staff member, another student, facilities, services, administration or academic matters concerning delivery and/or quality.

I am unhappy about one of my **grades**.

Grades can include individual assessments or a final module grades.

I am unhappy about an **academic decision**. May include special consideration outcomes, cancellation of enrolment, admittance to a programme or module, transfers of credit or misconduct.

Do you want to unpack your concerns with a staff member before lodging a formal complaint? Students are welcome to approach staff with any issues or queries. If you don't know who to contact, let Student Voice 24/7 know and a meeting can be arranged.

GRADE RECONSIDERATION

SEE APPLICATION FORM

FORMAL COMPLAINT

APPEAL TO EXECUTIVE

WITHIN 15 WORKING DAYS

APPEAL TO CHIEF EXECUTIVE

WITHIN 15 WORKING DAYS

ACADEMIC APPEAL

SEE APPLICATION FORM

APPEAL TO ACADEMIC BOARD

WITHIN 15 WORKING DAYS