

 <b>BOND UNIVERSITY</b>	<b>STUDENT EXTERNAL REVIEW PROCEDURE</b>
Procedure Owner	Chief Integrity Officer
Contact Officer	Chief Integrity Officer
Approval Authority	University Registrar
Date of Next Review	December 2025

### 1. PURPOSE AND OBJECTIVES

This Procedure provides information on lodging an external review of grievances covered under the Student Grievance Management Policy.

### 2. AUDIENCE AND APPLICATION

This Procedure applies to the operational process regarding external review of matters covered by the Student Grievance Management Policy.

### 3. ROLES AND RESPONSIBILITIES

Role	Responsibility
Vice Chancellor	<ul style="list-style-type: none"> <li>▪ Appoints Student Ombudsman</li> <li>▪ Responds to recommendations from the Student Ombudsman</li> </ul>
University Registrar	<ul style="list-style-type: none"> <li>▪ Determines the correct or intended interpretation and scope of this Procedure</li> <li>▪ Decides cases where an issue is not clearly dealt with in this Procedure</li> </ul>
Chief Integrity Officer	<ul style="list-style-type: none"> <li>▪ Delegate of the University Registrar</li> </ul>

### 4. PROCEDURE

A student who considers that their grievance has not been addressed following receipt of a response to a formal internal review and/or appeal may wish to pursue an external review. In certain circumstances, it may be more appropriate for students to seek a review of their grievance from another external body. Information regarding other external review options are available on the [External Review web page](#).

A student may refer a grievance to an appropriate independent external body or tribunal at any time (see clause 4.5 for assistance in identifying such bodies). These agencies, in most cases, consider whether Bond University has followed the policies and procedures of the institution. External agencies (including the Commonwealth Ombudsman and Student Ombudsman) generally require that all internal resolution options are exhausted prior to consideration by their office. Where internal avenues have not been exhausted, the matter is normally referred back to the University to address.

Where a grievance is referred to an external body prior to the internal process being completed, the internal process may be paused pending an outcome from the external body or the external review being directed back to the University for resolution. Where a grievance is referred to an external body after the internal process has been completed, the implementation of the outcome of the internal process will not be paused except where legislation requires otherwise.

Where a Cancellation of Enrolment applies, students must advise the Office of Integrity in writing that they have sought an external review by emailing [integrity@bond.edu.au](mailto:integrity@bond.edu.au) within 20 business days of being advised of the outcome of an internal appeal. The Office of Integrity will advise the Student Business Services accordingly.

#### 4.1. Student Ombudsman

The Student Ombudsman, being a person of suitable background and experience who is not an employee of the University, is appointed by the Vice Chancellor to conduct external reviews of decisions.

The Student Ombudsman offers a free and independent service for students who have a complaint or seek an external review of a decision made by the University.

#### 4.2 Application for Review

Applications for review submitted to the Student Ombudsman must be based on the outcome of a determination from:

- a) a formal University appeal against academic/administrative decisions or findings of misconduct and associated orders and/or penalties (refer to Student Grievance Management Policy, Schedule B1); or
- b) the outcome of a complaint (refer to Student Grievance Management Policy, Schedule B2).

#### **4.2.1. Timeframe for Submission**

The submission of a request to the Student Ombudsman must be made within 20 business days of the determination being made. The Vice Chancellor can extend this timeframe in exceptional circumstances. In making a submission to the Student Ombudsman, the grounds for review need to be identified (e.g., failure to consider information provided within the internal review/appeal; failure to follow University policy/procedure; bias; conflict of interest). Submissions will not be accepted based solely on a student's disagreement with the outcome of the review or appeal of a grievance.

#### **4.2.2. Required Information**

Students who refer matters to the Student Ombudsman must lodge their submission in writing to the Office of Integrity ([integrity@bond.edu.au](mailto:integrity@bond.edu.au)). The submission must:

- not exceed two A4 pages (size 10 font or greater) and be supported by no more than 10 A4 pages of evidence/documentation;
- clearly state the decision for which the external review is being sought or the complaint that has given cause for the application;
- clearly provide the grounds on which the external review is being sought;
- have clearly numbered paragraphs and, for each piece of supporting documentation, clearly identified appendices;
- include (if relevant) the subject code, subject name and assessment;
- not simply re-state the information provided previously but clearly address why the University's review and/or appeal decision was unreasonable or otherwise wrong.

#### **4.2.3. Variation Request for Documentation Length**

If a student wishes to make a submission greater than two A4 pages, they will require the prior consent of the Student Ombudsman. This must be sought with appropriate justification and be submitted at least 10 business days prior to the appeal submission deadline. The Student Ombudsman will consider the matter and advise within five (5) business days whether a variation will be granted. Requests must be made through the Office of Integrity ([integrity@bond.edu.au](mailto:integrity@bond.edu.au)).

### **4.3. Investigation and Determination of Review**

The Student Ombudsman will conduct such enquiries as they think fit and will have access to such information as is necessary to conduct the investigation. This may include information, which the student has not chosen to include in their request for review, but the University holds or may hold, that impacts the consideration of the matter raised. The Student Ombudsman will investigate independently and impartially and will not advocate for the student or the University. Investigations will be conducted in private and will normally be informal.

At the end of an investigation, the Student Ombudsman may conclude that the University has acted reasonably and within its policies and procedures and advise the University accordingly. If the Student Ombudsman finds that the University has failed to take appropriate action or that the decision was unreasonable or otherwise wrong, the Student Ombudsman may recommend that the University remedy the problem by:

- partially or fully reconsidering the decision;
- amending a University policy or procedure;
- providing clearer information regarding the decision or the related policy; or
- taking some other appropriate action.

The Student Ombudsman will normally review a decision and provide a formally signed-off report on the matter to the Vice Chancellor or another person delegated by Council within 20 business days of the date of referral. The report will contain the findings of the investigation, the Student Ombudsman's recommendations, and full reasons for the recommendations for the consideration of the Vice Chancellor or another person delegated by Council. The Student Ombudsman, through the Office of Integrity, will advise the student in writing of their decision and the reasons for the decision.

The Vice Chancellor or another person delegated by Council will, after consideration of the report, normally adopt the recommendations of the Student Ombudsman, unless there are exceptional circumstances which require otherwise.

Where the Student Ombudsman has made a recommendation to the University, the Vice Chancellor or another person delegated by Council, through the Office of Integrity, will advise the student in writing of the action the University will take in response to the Ombudsman's report within a reasonable time frame.

### **4.4. External Review by Other Agency**

Students are advised to visit the website of other external agencies to seek direction on submission criteria.

While not exhaustive, Table 1 provides a list of external agencies that may be able to review certain grievances.

**Table 1: National and State Agencies**

	<b>Subject of the Grievance</b>	<b>External Agency</b>
<b>National</b>	Discrimination, sexual harassment, victimisation, vilification	<a href="#">Australian Human Rights Commission</a>
	FEE-HELP, intellectual property rights	<a href="#">Administrative Appeals Tribunal</a> <a href="#">Australian Competition and Consumer Commission</a>
	Non-compliance with the Tertiary Education Quality and Standards Agency Act	<a href="#">Tertiary Education Quality &amp; Standards Agency (TEQSA)</a>
<b>Queensland</b>	Refunds	<a href="#">Qld Office of Fair Trading</a>
	Discrimination	<a href="#">Qld Human Rights Commission</a>
	Safety on campus	<a href="#">Workplace Health and Safety Queensland</a>
	Right to information or privacy breach	<a href="#">Office of the Information Commissioner (Qld)</a>

## 5. DEFINITIONS, TERMS, ACRONYMS

Terms used in this Procedure have the same meaning as set out in the Student Grievance Management Policy.

## 6. AFFILIATED PROCEDURES AND SCHEDULES

[Student Grievance Management Policy \(SS 5.8.1\)](#)

[Complaints and Feedback Procedure](#)

## 7. RELATED DOCUMENTS

### Legislative Instruments:

[Education Services for Overseas Students \(ESOS\) Act 2000](#)

[ESOS National Code 2018](#)

### Bond Governance Instruments:

[Academic Integrity Policy \(TL 3.5.2\)](#)

[Academic Progress Policy \(SS 5.4.5\)](#)

[Assessment Policy TL 3.5.1](#)

[Privacy Policy \(INF 6.5.1\)](#)

[Research Misconduct Policy \(RES 4.5.1\)](#)

[Sexual Harm Policy \(SS 8.5.3\)](#)

[Prevention of Discrimination, Bullying and Harassment Procedure](#)

[Student Code of Conduct Policy \(SS 5.2.1\)](#)

[Student Fees, Charges and Refunds Policy \(SS 5.7.4\)](#)

[Student Academic Misconduct Procedure](#)

[Student General Misconduct Procedure](#)

[Student Review and Appeals Procedure](#)

[Withdrawal without Penalty Procedure](#)

## 8. MODIFICATION HISTORY

<b>Date</b>	<b>Sections</b>	<b>Source</b>	<b>Details</b>
6 March 2024	4.3	CIO	V4: Remove & Amendment to 4.3
15 February 2024	4.2.3; 4.3	CIO	V3: added clauses 4.2.3 and 4.3
July 2023	4, 4.1.2.1,4.1.2.2	CIO	V2: Change of name
19 December 2022			Date First Approved - Regulations to Procedure