

	STUDENT EXTERNAL REVIEW PROCEDURE
Endorsing Policy	Student Grievance Management Policy
Procedure Owner	University Registrar
Contact Officer	Chief Integrity Officer
Approval Authority	University Registrar
Date of Next Review	August 2026

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. When dealing with matters related to the National Student Ombudsman, the University will comply with the relevant requirements set out in the *Ombudsman Act 1976*.

3. ROLES AND RESPONSIBILITIES

Role	Responsibility
Vice Chancellor	<ul style="list-style-type: none"> Appoints Student Ombudsman Responds to recommendations from the Student Ombudsman Responds to recommendations from other external agencies (including the National Student Ombudsman) or delegates such responsibility to the University Registrar
University Registrar	<ul style="list-style-type: none"> Determines the correct or intended interpretation and scope of this Procedure Delegates administrative responsibilities that are dealt with under this Procedure Decides cases where an issue is not clearly dealt with in this Procedure Responds to complaints referred by external agencies (including, but not limited to, the National Student Ombudsman)

4. PROCEDURE

A student who considers that their grievance has not been addressed following receipt of a response to a formal internal review of a complaint or a formal appeal against a decision may wish to pursue the matter externally.

- For external reviews of most decisions listed under Schedule B1 of the Student Grievance Management Policy, a student may apply for a review with the Student Ombudsman (clause 4.1). However, refer to clause 4.1.1 for excluded actions.
- Where a student wishes to refer a complaint externally, they may do so through an appropriate agency (clause 4.2).

With the exception of the Student Ombudsman (clause 4.1), a referral may be made at any time. However, external agencies generally require that all internal resolution processes are exhausted prior to consideration by their office. Where internal processes have not been exhausted, the student's grievance is normally referred back to the University's internal grievance processes.

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. Where a grievance is referred to an external body after the internal process has been exhausted, the implementation of the outcome of the internal process will not be paused except where legislation requires otherwise.

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 provide a free and independent service for students seeking an external review of the outcome of a formal appeal made by the University (refer to Schedule B1 of the Student Grievance Management Policy and clause 4.1.1 of this Procedure).

The Student Ombudsman does not act as an advocate for the student or the University. While the Student Ombudsman cannot change the decision under review, they will check that the University's decision-making processes followed its published policies and procedures. Their recommendations may also propose amendments

to policies and procedures. If the Student Ombudsman makes any recommendations to the University, these will usually be adopted unless there are exceptional circumstances.

Where a formal University appeal was deemed invalid, the student may request an external review of the decision that deemed the appeal invalid by submitting appropriate justification demonstrating why that decision was made in error.

4.1.1 Excluded Actions

The following outcomes of a formal appeal cannot be reviewed by the Student Ombudsman. Students should refer to clause 4.2 for guidance:

- Unsuccessful admission to a program due to factors unrelated to the University's entry requirements or quotas;
- Withdrawal without financial penalty (i.e. refund of tuition fees or FEE-HELP debt) due to special circumstances;
- International students excluded for unsatisfactory academic progress in a coursework program or while enrolled in a Higher Degree by Research program.

Additionally, a review of a complaint outcome should not be referred to the Student Ombudsman.

4.1.2 Timeframe for Submission

The submission of a request to the Student Ombudsman must be made within 20 business days of receipt of the decision outcome notification. The Vice Chancellor can extend this timeframe in exceptional circumstances. An extension may only be approved where the request for the extension is made prior to the deadline and with justifiable rationale. Requests must be made in writing to academicsecretariat@bond.edu.au.

4.1.3 Required Information

Students who refer matters to the Student Ombudsman must lodge their submission in writing to academicsecretariat@bond.edu.au. Submissions will not be accepted based solely on a student's disagreement with the outcome of the review or appeal of a grievance. The submission must:

- i. not exceed three (3) A4 pages (size 10 font or greater) and be supported by no more than ten (10) A4 pages of evidence/documentation;
- ii. clearly state the decision for which the external review is being sought;
- iii. clearly provide the grounds on which the external review is being sought which must include:
 - the decision that the internal appeal submission was invalid was made in error; or
 - the University failed to act in accordance with its published policies and/or procedures.
- iv. have clearly numbered paragraphs and, for each piece of supporting documentation, clearly identified appendices;
- v. include (where relevant) the subject code, subject name and assessment;
- vi. not simply re-state the information provided previously but clearly address why the University's most recent decision about the matter was unreasonable or otherwise made in error.

4.1.4 Variation Request for Documentation Length

If a student wishes to make a submission greater than three (3) A4 pages, they will require the prior consent of the Student Ombudsman. This must be sought with appropriate justification and be submitted at least ten (10) business days prior to the external review 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 in writing to academicsecretariat@bond.edu.au.

4.1.5 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 included 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. 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; or
- that the University has failed to take appropriate action or that the decision was unreasonable or otherwise made in error and may make one or more recommendations that the decision be reviewed or a policy, procedure, or process be improved.

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 the University Registrar or delegate, 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, will direct the Office of the University Registrar to advise the student of the action the University will take in response to the Ombudsman's report and this will be conveyed within a reasonable time frame.

4.2 External Review by Other Agency

Students are advised to visit the website of other external agencies to seek direction on submission criteria and whether the agency can review a particular grievance. While not exhaustive, Table 1 provides a list of grievances and external agencies that may be able to review certain grievances.

Table 1: External Agencies

Subject of the Grievance	External Agency
A range of issues, including student safety and welfare, racism, gender-based violence, course administration, teaching provisions and facilities, disciplinary processes and reasonable adjustments.	National Student Ombudsman
Re-credit of FEE-HELP balance (refer to Withdrawal Without Penalty Procedure)	Administrative Review Tribunal
Intellectual property rights	Australian Competition and Consumer Commission
Non-compliance with the <i>Tertiary Education Quality and Standards Agency Act</i>	Tertiary Education Quality & Standards Agency (TEQSA)
Right to information or privacy breach	Office of the Information Commissioner (Qld)

4.3 External Review of Decisions Affecting Enrolment of International Students

4.3.1 Cancellation of Enrolment for Unsatisfactory Academic Progress

International students studying in Australia on a student visa who have unsuccessfully appealed their exclusion for unsatisfactory academic progress (coursework students refer to the Academic Progress Policy and HDR students refer to the HDR Programs Procedure) may lodge a complaint with the National Student Ombudsman. Students must provide evidence of lodgement of such a complaint within 20 working days from the date of the notification of the internal appeal outcome. This evidence must be in writing to academicsecretariat@bond.edu.au. Student Business Services will be notified accordingly. Where evidence of an external complaint lodgement has been provided, international students will be permitted to remain enrolled until the conclusion of the complaint.

If an international student studying in Australia on a student visa does not provide evidence of lodgement of a complaint within 20 working days, the exclusion will be reported to the relevant government department and may affect the end date of the Student's Confirmation of Enrolment. Where an international student studying in Australia on a student visa has been excluded under the Academic Progress Policy and has exhausted all internal and external resolution processes, the exclusion will be reported to the relevant government department and may affect the end date of the student's Confirmation of Enrolment.

4.3.2 Cancellation or Suspension of Enrolment for Reasons Other Than Unsatisfactory Academic Progress

Where an international student studying in Australia on a student visa has had their enrolment suspended or cancelled for reasons other than exclusion for unsatisfactory academic progress, the suspension or cancellation of enrolment will be reported to the relevant government department once the internal grievance process is finalised. This may affect the end date of the student's Confirmation of Enrolment.

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 \(SS 5.8.1\)](#)

7. RELATED DOCUMENTS

Legislative Instruments:

[Education Services for Overseas Students \(ESOS\) Act 2000](#) [ESOS National Code 2018](#)
[Higher Education Provider Guidelines 2023](#)
[Higher Education Support Act 2003](#)
[Universities Accord \(National Student Ombudsman\) Act 2024](#)
[Ombudsman Act 1976](#)

Bond Governance Instruments:

[Academic Integrity Policy \(TL 3.5.2\)](#)
[Academic Progress Policy \(SS 5.4.5\)](#)
[Assessment Policy \(TL 3.5.1\)](#)
[Enrolment Policy \(SS 5.4.4\)](#)
[Higher Degree by Research Programs Policy \(RES 4.4.4\)](#)
[HDR Programs Procedure](#)
[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](#)
[Withdrawal without Penalty Procedure](#)
[Review of Results Procedure](#)

8. MODIFICATION HISTORY

Date	Sections	Source	Details
August 2025		University Registrar	V5: Major Rewrite: Inclusion of NSO in Table 1; Incorporate requirements of Ombudsman Act; Review Student Ombudsman role; Expand on visa implications for matters that result in cancellation of enrolment.
November 2024	4.4	Special Advisor University Governance	V4.1: Enhanced alignment with <i>HESA 2003</i>
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