

Academic Appeals and Grievance Regulations

1. Version

These Regulations came into force on 1 January 2018.

2. Authority

Te Tumu Whakarae | Vice-Chancellor holds authority of these Regulations.

3. Scope

These Regulations apply to all general and qualification regulations unless other provisions are explicitly stated.

4. Purpose

- (a) A student may appeal any academic decision made from powers given in the Regulations or otherwise for which they are aggrieved.
- (b) A student may lodge a grievance for a concern that is not an academic decision. A student is encouraged to find an informal solution first.

5. Lodging an Academic Appeal Application

- (a) A student who is aggrieved by an academic decision must formally lodge an appeal within ten working days of receiving notification of the decision.
- (b) The day a notification email arrives in a student's inbox will be taken as the day of receiving notification.
- (c) Only in exceptional cases will a late appeal be considered. Decisions on whether the case is exceptional will be made by the University and these cannot be appealed.

6. First Review and Appeal of Academic Decisions

- (a) A student who is aggrieved by an academic decision may request the original decision maker to review their decision.
- (b) A student who is still aggrieved after a review request may appeal, for the first time, that decision:
 - i. to the relevant dean for a decision made within a department or school; or
 - ii. to the Academic Appeals Committee for all other academic decisions.
- (c) A student who is still aggrieved after an appeal to the Amo | Dean may seek leave to appeal that decision to the Academic Appeals Committee.

7. Subsequent Appeals of Academic Decisions

- (a) A student who is still aggrieved by an academic decision after their first appeal must seek leave to appeal that decision.
- (b) In order for leave for an appeal to be heard a student must first demonstrate that the matter is not trivial and either:
 - i. there has been a breach of process; or
 - ii. there is substantially new material; or
 - iii. the decision was manifestly unjust.
- (c) The decision to decline an application of leave to appeal cannot be appealed.

8. Academic Appeals Committee

- (a) Appeals to the Academic Appeals Committee are conducted as a full re-examination of the original decision.
- (b) Appeals to the Academic Appeals Committee will be conducted in accordance with the Academic Appeals and Grievances Principles and Procedures.
- (c) A student who is not satisfied with the outcome of the appeal to the Academic Appeals Committee may seek leave to appeal that decision to the Council Appeals Committee.

9. Council Appeals Committee

- (a) Appeals to the Council are heard on behalf of the Council by the Council Appeals Committee.
- (b) The decision of the Council Appeals Committee is final.

10. Formal Academic Grievances

- (a) Where it has not been possible to resolve a concern informally or the grievance is considered serious, a student may lodge a formal academic grievance.
- (b) When a formal academic grievance has been lodged in conjunction with an academic appeal, then the academic appeal will be considered as part of the grievance.
- (c) A student who wishes to lodge a formal academic grievance must do so within 20 working days after the last occurrence of the action or matter that has given rise to the grievance, unless Te Tumu Whakarae | Vice-Chancellor decides otherwise.
- (d) An investigation of a grievance will be conducted in accordance with the Academic Appeals and Grievances Principles and Procedures.
- (e) A student dissatisfied with the outcome of the consideration of an academic grievance may appeal to Te Tumu Whakarae | Vice-Chancellor within ten working days of being notified of the outcome. Such an appeal will only be considered on the grounds of process or on the presentation of new material. Te Tumu Whakarae | Vice-Chancellor's decision will be final.

11. Relevant Policy

Academic Appeals and Grievances Principles and Procedures.