

Student Appeals and Grievance Policy and Procedures

Policy

All students at Carnegie Mellon University in Australia (CMU-A) follow the [Graduate Student Appeal and Grievance Policy](#) set by the University. Local contact details related to various policies are listed on the CMU-A General Student Handbook (updated each academic year), available on CMU-A's website.

Types of appeal and grievances are:

1. Appealing Final Grades
2. Appeal of Academic Actions
3. Appeal from Academic Disciplinary Actions
4. Community Standards Violations
5. Harassment
6. Sexual Harassment
7. Intellectual Properties Disputes
8. Research Misconduct
9. Return from Leave of Absence
10. Suspension/Required Withdrawal
11. General Grievances

Grievances are initially handled with the individual(s) responsible for the service or process about which the complaint is being made. If complainants are dissatisfied with the outcome of these attempts at resolution, they may appeal through the process outlined below. The complainant and respondent will not be victimised or discriminated against at any stage of the process.

Carnegie Mellon University Australia treats the complaints it receives seriously, and ensures that the processes involved are clear, prompt, confidential, and fair to all parties. Records of grievances and their outcomes will remain strictly confidential to the degree necessary for resolution. Records will be maintained in a separate file (not kept in the student's official file) and securely stored within the office of the Director of Programs for a period of up to five years. The complainant and respondent will be allowed supervised access to these records. All internal review processes are free of charge to the complainant.

Independent review processes undertaken by an external individual/body may incur a cost to the complainant.

Procedure

Some information and procedures on the [Summary of Graduate Student Appeal and Grievance Policy](#) contain details and references to Pittsburgh campus. CMU-A students are required to follow the procedures according to the various levels of appeal outlined below, which may include local contact details.

Local contact details are also listed on the CMU-A General Student Handbook (updated each academic year).

1. Appealing Final Grades

Students are advised to read the information on the [Carnegie Mellon University Grading Policies](#) prior to lodging an appeal.

Levels of Appeal for Final Grades:

- A student should seek informal discussion with the faculty member.
- If the student is not satisfied with the resolution, the student may lodge a formal written appeal to the Head of CMU-A (or the Director of Programs if the Head chooses to delegate the decision to him/her) within the first fourteen (14) calendar days of the awarding of the final grade under challenge. The Head of CMU-A will issue a written decision on the appeal within thirty (30) calendar days, or as soon as practical.
- If the student is not satisfied with the decision of the Head, the student may submit a formal written appeal, with appropriate documentation, to the Dean of Heinz College within 7 days of receipt of the decision from the Head of CMU-A. The Dean shall render a decision within thirty (30) calendar days, or as soon as practical. The decision of the Dean shall be final and not appealable.

2. Appeal of Academic Actions

Levels for Appeal of Academic Actions:

- Seek informal resolution within CMU-A (Director of Programs or Head of CMU-A)
- Students who wish to appeal an Academic Action must submit a formal written appeal with appropriate documentation, to the Dean of Heinz College within seven (7) calendar days after the receipt of the written notice of the academic action by the designated person/committee. The Dean shall render a decision within thirty (30) calendar days, or as soon as practical.
- Students who wish to appeal the written decision of the Dean must submit a formal written appeal, with appropriate documentation, to the Provost within fourteen (14) calendar days after the receipt of the Dean's decision. The Provost shall render a decision on the appeal within thirty (30) days or as soon thereafter as practical. The Provost issues a final non-appealable decision.

3. Appeal from Academic Disciplinary Actions

Students are advised to read the information on [Carnegie Mellon University Policy on Academic Integrity](#), [Carnegie Mellon University Academic Disciplinary Actions Overview for Graduate Students](#) and [CMU-A Student Handbook](#) prior to lodging an appeal.

Levels of Appeal for Academic Disciplinary Actions:

- Academic disciplinary penalty imposed by faculty, CMU-A and/or School
- Students who wish to appeal to an Academic Disciplinary Action must state in writing their intention to do so to the Provost within (7) calendar days after the date on which the penalty is communicated to the student.
- The student must submit a formal written appeal, with appropriate documentation, to the Provost within fourteen (14) calendar days after the said penalty date. The Provost shall render a decision on the appeal within thirty (30) calendar days or as soon thereafter as practical. The Provost will determine if the appeal will move forward to the next level.
- If the Provost determines that a second-level review is warranted, a Review Board should be convened. The Review Board shall (a) review the facts of incidents involved and (b) make a recommendation about second-level action to the provost or his/her designee. The Provost shall then render a decision subject only to appeal to the President of the University.

4. General Grievances

Levels of Appeal for General Grievances:

- Students are expected to discuss any concerns or grievances with the faculty/staff member(s) involved to seek an informal resolution.
- If a grievance cannot be resolved informally, a student may submit a formal written grievance. For grievance cases towards staff or faculty member, a formal review by the appropriate person (Director of Programs or Head of CMU), School or designated Committee. For grievance cases towards the Director of Programs or Head of CMU-A, a formal review by the Associate Dean of the relevant school. The Director of Programs, Head of CMU-A, relevant Associate Dean or committee will issue a written decision within thirty (30) calendar days or as soon thereafter as practical.
- Students who wish to appeal the decision rendered by the Director of Programs, Head of CMU-A, relevant Associate Dean or committee, may submit a formal written appeal to the Dean of Heinz College within seven (7) calendar days after the receipt of written notice by the Director of Programs, Head of CMU-A, relevant Associate Dean or committee. The Dean shall render a decision on the appeal within thirty (30) calendar days or as soon thereafter as practical.
- Students who wish to appeal the decision rendered by the Dean must submit a formal written appeal to the Provost within seven (7) calendar days after receipt of the Dean's decision. The Provost shall render a decision on the appeal within thirty (30) days or as soon thereafter as practical. The decision by the Provost is non-appealable

If students are not satisfied with the outcome from the internal appeal, students may access the appropriate Australian external agencies, depending on the type of grievances:

- Ombudsman SA – www.ombudsman.sa.gov.au
- Equal Opportunity Commission (SA) – www.eoc.sa.gov.au
- Australian Human Rights Commission – www.humanrights.gov.au

For onshore international students only:

- Office of the Training Advocate – www.trainingadvocate.sa.gov.au

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