

Policies and Procedures

Student Grievance Policy

Policy Number:	1.6.2.31
Responsibility:	Deputy Vice-Chancellor, Learning Teaching and Student Services
Approving Authority:	Senate (Special Senate Meeting 1 of 2018)
Date Approved:	24 July 2018
Review Date:	24 July 2021

1. Purpose

The Student Grievance Policy provides the guiding principles for resolving student grievances, and appealing decisions about grievances. The Policy is accompanied by the Student Grievance Procedures.

2. Responsibility

The Deputy Vice-Chancellor – Learning, Teaching & Student Services (DVC LTSS) is responsible for the development, compliance, monitoring, and review of the Policy and Procedures.

3. Scope

This Policy applies to all students of the University. It covers issues arising from a student's involvement with the University except where the matter relates to the Ordinances, Regulations and Policies listed in 4 below.

4. Policy

4.1 Exclusions

- (a) The Student Grievance Policy and Procedures shall not apply to any ordinance, regulation or policy that has a prescribed internal mechanism for dispute resolution and appeal grievances. Specifically, it does not apply to the following, ordinances, regulations and policies:
- Student Academic Integrity Regulations
 - Ordinance Governing the Term of Office & Duties of the Visitor
 - Ordinance on the Discipline of Academic & Comparable Staff
 - Ordinance to Provide for Discipline of Students
 - Regulation Governing Student Conduct
 - Sexual Harassment.
- (b) The Ordinances, Regulations and Policies listed above contain procedures for addressing grievances and are thereby not subject to procedures of the Student Grievance Policy & Procedures.

Student with grievances about these matters shall follow the procedures detailed in the relevant documents.

4.2 Grounds for grievances

Grounds for grievance include, but are not limited to the following:

- (a) The student was affected by a decision made without sufficient consideration of facts, evidence or circumstances
- (b) The student was affected by a failure to adhere to appropriate or relevant published policies and procedures
- (c) A penalty applied to the student was unduly harsh or inappropriate
- (d) The student was affected by improper or negligent conduct
- (e) The student was affected by unfair treatment, prejudice or bias.

4.3 Types of Grievances

(a) Academic Decisions

Students may raise grievances in relation to academic decisions such as but not limited to:

- decisions by academic staff members affecting individuals or groups of students
- the nature and quality of teaching and assessment
- academic hardship
- authorship and intellectual property

(b) Administrative Decisions, Facilities or Services

Students may raise grievances in relation to administrative decisions such as but not limited to:

- administration of policies, procedures and rules of the University
- academic hardship
- standard of service provided by the University Support Sections (Student Administrative Services, Information and Technology Services, Campus Life, Security Services, Library, Property & Facilities, International Office).

(c) Unfair Treatment & Harassment (except Sexual Harassment)

A student may pursue a grievance if he or she believes that:

- a member of the University community has violated his or her rights
- they have been wronged because of an action, decision or omission within the control or responsibility of the University.

4.4 Grievances Students Wish to Keep Anonymous

The office of the DVC (LTSS) shall investigate anonymously grievances, but shall take into account:

- whether there is sufficient information for an investigation to be conducted
- the nature and seriousness of the grievance.

4.5 Timing of Grievances

Students must raise grievances with 5 working days after the event, decision or action which is the subject of the grievance. The University may be unable to investigate a grievance where due to the length of time elapsed since the event, decision or action, or if there is insufficient information available to allow investigation of the grievance.

4.6 Management of Grievances

- (a) Students' grievances shall be addressed following the Student Grievance Procedures within the scope (refer to 3) and exclusions (refer to 4) of this Policy
- (b) Students may raise joint grievances where more than one student has been affected. If two or more grievances about the same matter are submitted independently, they may be considered jointly by agreement of all parties concerned.

5. Related Policies & Documents

[The Charter of the University](#)

[Statutes of the University of the South Pacific](#)

[Ordinance Governing the Term of Office & Duties of the Visitor](#)

[Student Charter](#)