



Purpose and Function

The purpose of the Academic Council Committee on Student Appeals and Complaints (ACCSAC) is to provide oversight of assessment appeals and student complaints on behalf of Academic Council

Terms of Reference

The Academic Council Student Complaints and Appeals Committee shall:

1. Maintain oversight of assessment appeals and student complaints processes
2. Make recommendations to the Registrar and the Academic Council in relation to any issues or opportunities for enhancement identified arising from the monitoring and review student appeal and complaint processes
3. Monitor the processes under its remit to ensure they are operated in an efficient and timely manner
4. Receive reports from Schools and the Student Complaints and Appeals Officer.

Composition

The ACCSAC will be composed of the following:

- Chair (appointed by President)
- One representative of the Student Assessment Appeals Panel
- One representative of Student Complaint Investigating Officers
- One representative from the Heads of School, nominated by the President
- One representative from the Heads of Support Units, nominated by Registrar
- Representative of Academic Council, nominated by the President
- Representative of Students' Union, nominated by the Students' Union President
- Co-opted members as necessary. Co-opted members will have voting rights.

Committee Support

The Academic Council Committee on Student Appeals and Complaints shall be supported by the Student Engagement, Conduct, Complaints and Appeals Office.

Conduct of Business

- The Committee should meet at least three times a year.
- The meetings shall be convened by the Chair with a minimum of seven days' notice of a meeting.
- The members of the Committee may not nominate others to attend meetings on their behalf.
- A meeting shall be considered quorate when a minimum of four members are present.

Reporting Responsibility

The Academic Council Committee on Student Appeals and Complaints shall report to Academic Council at least once during the academic session.