



UNIVERSITY COLLEGE DUBLIN

Academic Governance

**Academic Council Committee on Student Appeals and Complaints (ACCSAC)**

*Approved by ACEC 30 August 2016*

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**Purpose and Function**

The purpose of the Academic Council Committee on Student Appeals and Complaints (ACCSAC) is to provide oversight of student 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 student 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 of 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
5. Establish sub-committees as necessary for the effective execution of its functions

**Composition**

The ACCSAC will be composed of the following:

- Chair (appointed by President)
- Dean of Students
- 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 the Registrar
- Representative of Academic Council, nominated by the President
- Representative of Students' Union, nominated by the Students' Union President
- Co-opted members as necessary

**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.