

**THE AUSTRALIAN NATIONAL UNIVERSITY****UNIVERSITY EDUCATION COMMITTEE  
SUPPLEMENTARY AGENDA**

**Meeting No. 1, 2007 to be held on Thursday, 22 February 2007  
at 10.00 am in the  
Ross Hohnen Room of the Chancelry**

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**SUPPLEMENTARY AGENDA****PART 2: REPORTS AND POLICY ITEMS (continued)****\*ITEM 14. STUDENT GRIEVANCE RESOLUTION****PURPOSE:**

For consideration of the draft policy for the resolution of student grievances.

**BACKGROUND:**

Attachment:

- Draft *Student Grievance Resolution* (167/2007)
- Draft *Student Grievance Procedures* (168/2007)

Following receipt of the Report of the Review of the Equity and Diversity Unit and of the Implementation Plan in early 2006 (see the Report at [http://info.anu.edu.au/OVC/Education\\_Portfolio/index.asp](http://info.anu.edu.au/OVC/Education_Portfolio/index.asp)), the Vice-Chancellor authorised a six month complaint project (R6. of the Review) under the auspices of the Director, QESS, “to consider the most appropriate, University wide, streamlined and independent mechanism for ensuring all instances of interpersonal complaints between staff, students and staff and students (including harassment and discrimination complaints) are appropriately managed”. A Working Group comprising key stakeholders was formed with a remit to “streamline the resourcing, policies, and procedures relating to the handling of interpersonal grievances, appeals, and complaints”. Broader issues, such as legislation, delegated authority, and realignment within the new College structure, relating to the hearing and handling of complaints, and grievances of all kinds were also to be addressed. The final report of the Working Group was submitted in September 2006.

Subsequently, a draft policy for the resolution of student grievances was prepared by the Dean of Students and circulated for comment to ANU Colleges and the students’ associations. The revisions take account of the responses received from areas and discussions held with the Office of the Deputy Vice-Chancellor.

**SPONSOR:** Dean of Students

**RECOMMENDATION:**

That the Committee endorse in principal the draft policy, *Student Grievance Resolution* (167/2007), noting that the draft is to be made available to members for comment prior to finalisation for approval and publication.

jab/21 February 2007

University Education Committee – Supplementary Agenda