Step 1
Understand the decision

Student notified of decision. If the student is uncertain about the decision or believes an alternative outcome was more appropriate they may choose to seek to understand the decision

Within 10 business days of the original decsion the student informally contacts the original decision maker to check the details and correct any misunderstandings

Within 5 business days student advised the outcome of their enquiry

After receiving the outcome, the student may:

- choose to take no further action and the matter is **resolved**
- choose to submit a Step 2 Review, if eligible. The original outcome letter will provide the student with details of any options for review or appeal. The matter is **unresolved and progresses to Step 2**

Step 2
Review the decision

If the student remains dissatified under Step 1, the decision is eligible for a Step 2 Review and they have grounds, they can choose to submit a formal review application w*ithin 20 business days of the original decision*

The University will acknowledge the review *within 5 business days of receipt*

The decision maker will commence consideration of the application *within 10 business days of receipt*

Once a decision is reached, the University will advise the student of the outcome *within 5 business days*

After receiving the outcome, the student may:

- choose to take no further action and the matter is **resolved**
- choose to submit a Step 3 Appeal, if eligible. The original outcome letter will provide the student with details of any options for review or appeal. The matter is **unresolved and progresses to Step 3**

Step 3
Appeal the decision

If the student remains dissatified under Step 2, the decision is eligible for a Step 3 Appeal and if they have grounds, they can choose to submit a formal review application w*ithin 10 business days of the review decision*. If there is no avenue for Step 2 but is eligable for a Step 3 Appeal, the student has *up to 20 business days from original decision* to apply for the appeal

The University will acknowledge the appeal *within 5 business days of receipt*

The decision maker will commence consideration of the application *within 10 business days of receipt*

Also refer to: Committees flowchart

Once a decision is reached, the University will advise the student of the outcome *within 5 business days*

After receiving the outcome, the student may:

- choose to take no further action and the matter is **resolved**
- choose to submit an external review. The matter is **unresolved and progresses to External Review**

External Review

If the student remains dissatified under Step 3 they can choose to submit an External Review as per the external body's processes

The student to advise grievances@usc.edu.au *within 10 business days of Step 3 decision* if the Step 3 decision involved suspension, exclusion or expulsion

The matter is resolved by the external body's processes

Step 3 Student Academic Appeals Committee	**Step 3** Student General Misconduct Appeals Committee
Chairperson to consider an appeal has grounds as set out in Section 8.2	Chairperson to consider an appeal has grounds as set out in Section 8.2
If a hearing is held, the student will be provided with *at least 8 business days notice*	If a hearing is held, the student will be provided with *at least 8 business days notice*
If a student wishes to invite witness(es), they are to request approval from the Chairperson through the Secretary *at least 5 business days before the hearing*	If a student wishes to invite witness(es), they are to request approval from the Chairperson through the Secretary *at least 5 business days before the hearing*
If the Committee wishes to invite witness(es), the student must be informed *at least 5 business days before the hearing*	If the Committee wishes to invite witness(es), the student must be informed *at least 5 business days before the hearing*
	Within 5 business days of reaching a decision, or the hearing the Committee will forward its recommendation to the Vice-Chancellor and President
	Within 5 business days of receiving the Committee's recomendation the Vice-Chancellor and President will make a final determination on the appeal