



Higher Degree by Research (HDR) Appeals and Complaints Policy

1. COMPLIANCE OBLIGATION SUPPORTED

[Admission and Enrolment \(Higher Degree by Research\) Rules](#)

2. PURPOSE

To provide a framework for managing the resolution of appeals and complaints for HDR students.

3. POLICY STATEMENT

The University is to provide appeals and complaints processes that support the resolution of appeals and complaints at the most appropriate level and at the earliest opportunity in line with the University's Values, in particular, striving for excellence through continuous improvement by identifying and reducing the potential and opportunity for appeal and complaints matters to be repeated.

The following principles underpin the appeal process:

- 3.1. Appropriate appeal and complaint provisions are to be available with respect to admission, enrolment and examination decisions. If an applicant or student considers that they have been unfairly or improperly treated in respect of an admission, enrolment or examination decision, they have the right to appeal or lodge a complaint.
- 3.2. The resolution of appeals is to be handled informally where possible and appropriate.
- 3.3. Appeals are to be resolved expeditiously, with due regard to legislative requirements.
- 3.4. A student's enrolment is to be maintained while the appeal process is ongoing. However, this does not entitle a student to enrol in courses or programs for which they are not eligible.
- 3.5. A student is not to suffer any reprisal as a result of lodging an appeal.
- 3.6. A student who lodges an appeal that is frivolous or vexatious or both is to have their appeal dismissed or discontinued.
- 3.7. The appeal process is to promote the principles of procedural fairness and natural justice.
- 3.8. Appeal procedures and the support available to students are to be widely publicised to facilitate access to the appeal resolution process.
- 3.9. The Associate Deputy Vice Chancellor Research Excellence is to develop and maintain procedures to manage:
 - (a.) appeals against cancellation of enrolment; and
 - (b.) appeals against classification of theses;

4. SCOPE OF POLICY

This policy applies to all staff, students and HDR supervisors involved with HDR courses at Australian and global campuses.

5. DEFINITIONS

(Note: Commonly defined terms are located in the [Curtin Common Definitions](#). Any defined terms below are specific to this document)

Appeal

An application to a higher authority for a decision to be modified or reversed.

6. SUPPORTING PROCEDURES

[Higher Degree by Research \(HDR\) Appeals and Complaints Procedures](#)

7. RELATED DOCUMENTS/LINKS

Internal

- [Complaints Procedures](#)
- [Conflict of Interest Procedures](#)
- [Course Approval and Quality Manual](#)
- [Code of Conduct](#)
- [Complaints Portal](#)
- [Curtin Values](#)
- [Line Manager Guidelines – How to effectively deal with complaints](#)
- [Complaint Handling Checklist](#)
- [ISU webpage – Advice and Assistance \(Accessibility Options\)](#)
- [ISU webpage – Public Interest Disclosure \(PIDs\)](#)
- [ISU webpage – How to make a complaint](#)

External

- [Higher Education Support Act 2003 \(Cth\)](#)
- [Higher Education Standards Framework \(Threshold Standards\) 2015 \(Cth\)](#)
- [Education Services for Overseas Students 2000 Act \(Cth\)](#)

Policy Compliance Officer	Melinda Fitzgerald , Associate Deputy Vice-Chancellor, Research Research Office at Curtin
Policy Manager	Deputy Vice-Chancellor, Research
Approval Authority	Academic Board
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REVISION HISTORY

Version	Approved/ Amended/ Rescinded	Date	Committee / Board / Executive Manager	Approval / Resolution Number	Key Changes & Notes
New	Approved	27/03/2020	Academic Board	AB 47/20	Attachment F to Item 14.4 Effective upon gazettal of Statute 12 (24/07/2020) and promulgation of the Admission and Enrolment (HDR) Rules (03/08/2020)