

Student Complaints and Appeals

Policy and Procedure

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1. PURPOSE

The purpose of the Student Complaints and Appeals Policy and Procedure is to provide the framework for equitable, effective, and timely processes to identify, manage, and resolve student complaints and appeals at JMC Academy.

2. SCOPE

2.1. The Student Complaints and Appeals Policy and Procedure applies to all JMC Academy's students (including potential students), and to all the members of the workforce involved in managing or responding to student complaints and appeals.

2.2. The Student Complaints and Appeals Policy and Procedure covers, but is not limited to, student complaints and appeals about their experience, dissatisfaction, or concern with:

- The application and enrolment processes,
- Interactions with JMC Academy staff or other students,
- The provision and quality of JMC Academy qualifications offered,
- General administration matters and student support services,
- Decisions of JMC Academy related to financial or administrative matters,
- Assessment, academic progress and other academic related matters,
- Dealings with JMC Academy's international education agents,
- Dealings with any JMC Academy related party where an arrangement exists to deliver the course or related services,
- Matters regarding decisions concerning international students,
- Bullying, discrimination, harassment, and
- Procedures managing sexual assault and sexual harassment.

For sexual misconduct, the *Sexual Harassment Procedure* and *Sexual Assault Procedure* should be followed.

2.3. For the purpose of this policy and procedure, all members of JMC Academy's workforce are referred to as 'staff'.

3. DEFINITIONS

All definitions are located in the *JMC Academy Glossary*.

4. POLICY

4.1. JMC Academy recognises the rights of students to:

- 4.1.1. Lodge a complaint and/or appeal about academic and/or non-academic aspects of their educational experience, and
- 4.1.2. Have access to effective and efficient internal complaints and appeals resolution processes that are timely, impartial and at no cost to the student.

4.2. JMC Academy is committed to resolving students' complaints and appeals relating to their studies, their student life, or an adverse experience that relates to the operations of JMC Academy, as quickly and as sensitively as possible. Thus, the resolution process for student complaints and appeals is a tiered system comprising four stages:

- Informal Resolution,
- Formal Resolution,
- Internal Appeal, and/or
- External Mediation.

- 4.3. All students have the right to:
 - 4.3.1. Make an informal or formal complaint and to provide feedback about JMC Academy's services, systems, and processes,
 - 4.3.2. Appeal the outcome of a formal complaint or a decision relating to the following matters:
 - Assessment practices, assessment grades, and academic progress,
 - Academic or non-academic misconduct,
 - Financial or administrative decisions,
 - Deferring, suspending, and cancelling a student's enrolment,
 - Reporting of international students to the Australian Government via the Provider Registration and International Student Management System (PRISMS),
 - 4.3.3. Access an internal appeal process if they are dissatisfied with the outcome of their complaint or a decision made by JMC Academy, then,
 - 4.3.4. If still dissatisfied with the outcome, request an external mediation process.
- 4.4. JMC Academy's system for handling student complaints and appeals is underpinned by principles of mutual respect. For all students, staff, and others who may be involved, the following general principles of procedural fairness apply:
 - 4.4.1. Confidentiality is maintained adequately and appropriately,
 - 4.4.2. All formal complaints are acknowledged in writing,
 - 4.4.3. All complainants and appellants are treated with courtesy and respect and reasonable steps are taken to prevent discrimination or victimisation,
 - 4.4.4. The respondents are adequately informed of allegations and proceedings,
 - 4.4.5. All parties are provided with the opportunity to respond and be heard,
 - 4.4.6. Decision makers are without conflict of interest or prior involvement in the case
 - 4.4.7. Decisions and processes are free from bias,
 - 4.4.8. Pursuit of an expeditious resolution, consistent with the need to act fairly, and
 - 4.4.9. All parties are advised of the decision and the reasons for the decision in writing, including but not limited to, detail of the internal appeal process and/or external mediation service.
- 4.5. The student complaints and appeals system:
 - 4.5.1. Is student focussed,
 - 4.5.2. Provides an opportunity to gather information for the review and improvement of JMC Academy's systems, processes, and overall student experience, and
 - 4.5.3. Aims to prevent similar matters from recurring.
- 4.6. The formal resolution process is conducted objectively, confidentially and with the aim of achieving a fair and equitable outcome in a timely manner.
- 4.7. Neither the student making the complaint or appeal, nor the person(s) against which the complaint or appeal is being made, will be victimised or discriminated against at any stage of the resolution process.
- 4.8. Students are given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome.
- 4.9. A written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome is kept in a secure location.
- 4.10. The internal student complaints and appeals process is undertaken by JMC Academy with no cost to the student.
- 4.11. Students are given an opportunity to formally present their case at no cost and may be accompanied and assisted by a support person at any relevant meetings.

- 4.12. If a complaint or appeal has been dealt with formally under another procedure, it cannot also be dealt with under this policy and procedure.
- 4.13. This policy and procedure is not intended to limit the rights of individuals to take action under the relevant State or Commonwealth Law or an individual's rights to pursue other legal remedies.
- 4.14. Information about complaints and appeals procedures is made available to all students prior to enrolment and throughout their time as an enrolled student through:
 - JMC Academy website,
 - JMC Academy Learning Management System,
 - Student Acceptance Agreement (international students),
 - Student Handbook,
 - By Student Services, and
 - Publication, from time to time, of bulletins and notices.
- 4.15. Reporting Complaints and Appeals
 - 4.15.1. The Campus Director will provide bi-annual reports of the processes and outcomes of the lodged formal complaints and the outcomes of any appeals to the Senior Management Committee,
 - 4.15.2. The Dean will provide bi-annual reports of the processes and outcomes of any academic complaints and/or appeals to the Senior Management Committee, and/or Academic Board, as applicable, and
 - 4.15.3. The CEO will provide bi-annual reports of the processes and outcomes of the appeals and any appeal hearings to the Risk and Audit Committee and the Governing Council.

5. PROCEDURE

5.1. Stage 1: Informal Resolution

- 5.1.1. JMC Academy students are strongly encouraged to attempt to resolve their concerns informally by making an initial approach to the relevant student or staff member to discuss the matter within five (5) days of the issue occurring. This informal method allows all parties to explore the options and to make their own decisions about how to best resolve the complaint or to make an appeal.
- 5.1.2. Informal complaints, both verbal and written, can be made to an appropriate staff member and, should a student so require, be supported by the local Student Services Team Leader.
- 5.1.3. With student consent, the Student Services Team Leader may raise the issue with the relevant staff member/s to ensure all issues are addressed by the appropriate person, and to attempt a resolution.
- 5.1.4. Questions, complaints, or appeals dealt with in this way do not become part of the formal complaint or appeal process and will not be documented, recorded, or reported on unless the Student Services Team Leader involved determines that the issue – question, complaint, or appeal – was relevant to the wider operation of JMC Academy as it identifies potential areas of risk or improvement, in which case the Campus Director would be advised.

5.2. Stage 2: Formal Resolution

- 5.2.1. Students can initiate the formal complaint process when or if the student:
 - 5.2.1.1. Was unable to informally resolve the matter, and/or
 - 5.2.1.2. Felt the matter was too serious and needed to be treated with more formality, and/or

- 5.2.1.3. Was not satisfied with the outcome of the informal resolution process.
- 5.2.2. The formal complaint must be submitted by the student in writing using the *Application to Lodge a Formal Complaint* form to Student Services within 20 business days after the latest relevant action or notification of a decision regarding the matter.
- 5.2.2.1. Applications received later than the prescribed time will only be considered at the discretion of JMC Academy.
- 5.2.3. A formal complaint should include a detailed breakdown of the reasons for the complaint and include any supporting materials or evidence that is relevant to the matter as well as the outcome sought by the student.
- 5.2.4. Students may seek the assistance of the student services team in completing the *Application to Lodge a Formal Complaint* form.
- 5.2.5. In the event that a complaint is against the:
- 5.2.5.1. Campus Director or another member of the Senior Management team, the *Application to Lodge a Formal Complaint* form should be forwarded to the Director of Finance and Operations,
- 5.2.5.2. Director of Finance and Operations, the *Application to Lodge a Formal Complaint* form should be forwarded to the Chief Executive Officer,
- 5.2.5.3. Chief Executive Officer, the *Application to Lodge a Formal Complaint* form should be forwarded to the Chair of the Governing Council.
- 5.2.6. For the purposes of this procedure, the relevant person who is required to deal with the *Application to Lodge a Formal Complaint* form will be referred to hereinafter as the 'JMC Representative'.
- 5.2.7. The JMC Representative will generally be a member of the Senior Management Committee or other person nominated by the Chief Executive Officer.
- 5.2.8. Once the JMC Representative receives the student's formal written request they will promptly acknowledge receipt. At this stage, the JMC Representative may also make an assessment as to whether the complaint is vexatious, trivial, or frivolous and may choose to dismiss the complaint and notify the student. This does not preclude the student from making an appeal to the Student Appeals Committee.
- 5.2.9. Should the complaint be lodged by an international student, the JMC Representative will inform the International Services Office and consult with them throughout the resolution process.
- 5.2.10. It is the JMC Representative's responsibility to consider the complaint, and how it can best be resolved. This should include:
- Meeting with the student to discuss the matter in more detail and to provide the opportunity for the student to formally present their case. The student can choose to be accompanied by a friend, relative or colleague, but not a legal representative, at this stage,
 - Talking to the other party/s involved,
 - Gathering other evidence as required,
 - Referring to any past complaints similar in nature to see what the resolution was in those circumstances.
- 5.2.11. Once the JMC Representative is satisfied that they have collected enough information to assess the complaint, then they will take the necessary steps to decide, fairly, equitably and in the student's best interest.
- 5.2.12. The JMC Representative will provide the student no later than 10 business days after receiving their formal request a written statement of the outcome including details of the reasons for the decision. If it is not possible to achieve a resolution within this timeframe the complainant will be advised of this and will be kept informed of the progress of the complaint.
- 5.2.13. The JMC Representative or Campus Director will log the formal complaint and the

outcome in the Complaints and Appeals Register.

- 5.2.14. Should the student remain dissatisfied with the decision of the formal resolution process, they can appeal the outcome by submitting the *Application to Lodge an Appeal* form.

5.3. Stage 3: Internal Appeal

- 5.3.1. JMC Academy manages appeals in three distinct cases. Appeals due to dissatisfaction with the decisions of JMC Academy:
- 5.3.1.1. Arising from the formal complaint resolution process,
 - 5.3.1.2. In relation to academic matters,
 - 5.3.1.3. In relation to non-academic matters.
- 5.3.2. The details of the appeal cases and the composition of Student Appeals Committees are set out in the *Appendix 1 – Appeal Cases and Composition of the Student Appeals Committees*.
- 5.3.3. A formal appeal can be made for one or more of the following reasons:
- 5.3.3.1. The student believes that the decision contravenes a relevant published rule or policy,
 - 5.3.3.2. The student can provide new evidence that potentially could change the outcome,
 - 5.3.3.3. The student believes the procedure was unfair. In this case, they must refer to the *Statement of JMC Academy Principles of Procedural Fairness Policy*.
- 5.3.4. A student must submit the appeal in writing, using the *Application to Lodge an Appeal* form within 20 business days of notification of the decision.
- 5.3.5. All applications must include justification for the appeal. The student will need to:
- 5.3.5.1. Explain what rule or policy was not adhered to with specific references,
 - 5.3.5.2. Explain why the decision, condition or penalty imposed was inappropriate,
 - 5.3.5.3. Describe and/or provide the new evidence, and/or
 - 5.3.5.4. Write about how they think the procedure was unfair, referencing the *Statement of JMC Academy Principles of Procedural Fairness Policy*,
 - 5.3.5.5. Detail the outcome sought.
- 5.3.6. In addition, the grounds for appeals in relation to decisions on assessment grades, can also include:
- 5.3.6.1. Dissatisfaction with the outcome of the assessment re-mark,
 - 5.3.6.2. An error has occurred in the calculation of the grade,
 - 5.3.6.3. The assessment did not comply with criteria published in the course guide or other course/unit assessment information, or/and
 - 5.3.6.4. The assessment process did not comply with the JMC Academy's policies on assessment.
- 5.3.7. Assistance in completing the *Application to Lodge an Appeal* form, if required, may be provided by a member of student services.
- 5.3.8. All applications for appeals are submitted to Student Services and will be forwarded to the Campus Director.
- 5.3.9. On receiving the application, the Campus Director will:
- 5.3.9.1. Immediately advise the JMC Academy CEO that an appeal application has been submitted,
 - 5.3.9.2. Forward all application documentation received from the student to the respective Chair of the Student Appeals Committee.
- 5.3.10. The Chair of Student Appeals Committee or delegate will review the application and confirm whether the submission satisfies the grounds for review. The Chair or delegate will notify student in writing, within 10 business days, if the submission is:
- 5.3.10.1. Rejected, advising the student of this outcome with supporting reasons and

- information regarding their right to seek external mediation, or
- 5.3.10.2. Not rejected, advising that the appeal will be considered
 - 5.3.11. The Chair of Student Appeals Committee or delegate will:
 - 5.3.11.1. Consider the case, consulting with all relevant stakeholders, and/or
 - 5.3.11.2. Request additional evidence when required, and
 - 5.3.11.3. Provide the outcome, or
 - 5.3.11.4. Determine whether the Student Appeals Committee must be formed, and
 - 5.3.11.5. Always notify Campus Director.
 - 5.3.12. Where the Students Appeals Committee must be formed, the composition of the Student Appeals Committee will be as set out in *Appendix 1 – Appeal Cases and Composition of the Student Appeals Committees*.
 - 5.3.13. The student will be given notice of at least 10 business days of the date of the appeal hearing. Any other people involved or invited by the Student Appeals Committee to participate in the matter will be given the same written notice and the opportunity to be heard. If the complaint involves any proposed member of the Student Appeals Committee, then they will not be involved in the hearing or any other activity that is part of the appeal process.
 - 5.3.14. At the appeal hearing the student will be given an opportunity to discuss their case with the members of the Student Appeals Committee and can expect to be treated with courtesy and without fear of victimisation or prejudicial treatment.
 - 5.3.14.1. The student can bring a support person to that meeting if they so desire and have the right to be represented by someone else at the hearing if they feel they are unable to attend in person.
 - 5.3.14.2. Whether the student brings a support person or are to be represented by someone else at the hearing, they are not there to provide legal advice or legal representation.
 - 5.3.15. The Student Appeals Committee will hear and consider each case on its merit/s, considering all relevant circumstances, the evidence provided and how the resolution process/es were conducted.
 - 5.3.16. The Student Appeals Committee shall reach its decision after consideration of all evidence available and will be decided by a majority vote of the members, each of whom has equal voting rights.
 - 5.3.17. The Student Appeals Committee may decide to:
 - 5.3.17.1. Confirm the outcome/decision against which the student lodged their appeal,
 - 5.3.17.2. Uphold the appeal,
 - 5.3.17.3. Remove or modify any penalty imposed on the student,
 - 5.3.17.4. Ask the JMC Representative to undertake another course of action to resolve and close the matter.
 - 5.3.18. The Secretary of the Student Appeals Committee will:
 - 5.3.18.1. Document the decision and the reasons for the decision,
 - 5.3.18.2. Prepare the written communication for co-signing by the Chair of the Student Appeals Committee and one other member of the Student Appeals Committee,
 - 5.3.18.3. Send the written advice to the student’s nominated address. The written advice will advise the student that if they are dissatisfied with the Student Appeals Committee’s decision, then they can proceed to an external resolution service.
 - 5.3.19. As there is no other avenue within JMC Academy to have this matter heard again. If the student is still dissatisfied with the outcome, then they can initiate an external resolution process involving a professional mediation service.
 - 5.3.20. The written advice will let the student know that JMC Academy will meet the costs of

this external resolution process.

- 5.3.21. The Campus Director or delegate will log the formal appeal and the outcome in the confidential Complaints and Appeals Register.

5.4. Stage 4: External Mediation

- 5.4.1. If the student is not satisfied with the decision of the Student Appeals Committee, they can then request the matter be dealt with through an external resolution service. If the student decides to go to external resolution, then they must write to the Chief Executive Officer to advise of their decision, no later than 10 business days after the notification of the outcome of their appeal.
- 5.4.1.1. International students must also notify the Director of International Services about their intention to appeal externally.
- 5.4.2. JMC Academy will participate fully in this process and will meet all reasonable costs incurred.
- 5.4.3. Students will be referred to the:
- Resolution Institute
The Resolution Institute is an independent national association of dispute resolution. Phone: (+61 2) 9251 3366
Free call: 1800 651 650
Email: infoaus@resoltution.institute
Website: www.resolution.institute
- 5.4.4. An international student may also lodge a complaint about the decision to the Overseas Student Ombudsman. The Overseas Student Ombudsman offers free and independent advice to international students who may have a complaint about their private education or training provider, however, the Ombudsman does not handle complaints about the quality of the education provider.
- Overseas Student
Ombudsman GPO Box
442 Canberra ACT 2601
Phone: 1300 362 072
www.ombudsman.gov.au
- 5.4.5. If the external complaints process results in a decision or recommendation in favour of:
- 5.4.5.1. The student, JMC Academy will immediately implement the decision or recommendation and/or take the preventative or corrective action required by the decision and advise the student of that action,
- 5.4.5.2. JMC Academy, its previous decision or recommendation will be enacted, and student advised accordingly.

6. PROCEDURE - International Students Appeal against Intention to Report

- 6.1. The International Services Office will issue a formal Notice of Intention to Report to the student by registered mail, in accordance with the *Academic Progress Policy and Procedure*.
- 6.2. The Notice of Intention to Report will include:
- 6.2.1. The reason for the intention to report,
- 6.2.2. That the student has 20 business days (from the receipt of the Intention to Report

- notification letter) in which to appeal the decision,
- 6.2.3. That if the student decides to appeal, they will be expected to submit an appropriate application for appeal with supporting documents to the International Services Office. The application should include:
 - 6.2.3.1. Rationale why JMC Academy should not report them to the government, and
 - 6.2.3.2. In the case of reporting due to unsatisfactory academic progress, reasons for any non-submission of work and reasons for absences, and
 - 6.2.3.3. A description of changes in behaviour the student will make if they are granted the appeal,
 - 6.2.4. That the student should not attend classes, at the discretion of JMC Academy, while the appeal process is taking place,
 - 6.2.5. The date of the end of the appeal process,
 - 6.2.6. That if the student does not wish to enter the internal appeal process, their electronic Confirmation of Enrolment (e-CoE) will be cancelled and this may lead to cancellation of their student visa,
 - 6.2.7. That in the event of the electronic Confirmation of Enrolment (e-CoE) cancellation they should seek the advice of the Department of Home Affairs in relation to their visa status.
- 6.3. The student informs the International Services Office that they intend to appeal the intention to report.
- 6.4. An application for appeal is received (inclusive of all supporting documents and formal letters) and forwarded to the Chair of the Student Appeals Committee.
- 6.5. The Chair may request further evidence (e.g., medical certificates) and will consult the case with the Director of International Services in the first instance, and then with other stakeholders when required, considering:
- Student's class attendance,
 - Utilisation of student support services,
 - Any compassionate or compelling circumstances that apply.
- 6.6. The Chair will determine whether the Student Appeals Committee must be formed as set out in the *Appendix 1 – Appeal Cases and Composition of the Student Appeals Committees* to further consider the appeal application. Please refer to sections 5.3.12 – 5.3.21.
- 6.7. If the appeal case is rejected, the Chair of the Student Appeals Committee or delegate will advise the student in writing of this outcome within 10 business days. The notice will include:
- Reasons and information regarding their right to seek external mediation,
 - The date which JMC Academy intends to report the student to the Department of Education and Department of Home Affairs (DoHA) via the Provider Registration and International Student Management System (PRISMS), providing student has decided not to lodge an external appeal,
 - Advice that the student is only able to access the external appeal process within 10 business days as detailed in section 5.4,
 - Confirmation that the student may submit the external appeal to the Overseas Student Ombudsman (OSO),
 - Assurance that JMC Academy will not implement any decisions until the external appeal process has concluded.
- 6.8. If the appeal case is upheld the Chair of the Student Appeals Committee or delegate will advise the student in writing of this outcome within 10 business days, and
- Student's enrolment re-instated as soon as is practicable,
 - A learning agreement will be created as part of the Intervention Strategy.

6.9. International Services Office will keep on file:

- A copy of the Intention to Report Notice,
- Application for appeal,
- Outcomes and rationales of the decisions,
- All the supporting documentation and letters.

6.10. The Director of International Services or delegate will log the formal appeal and the outcome in the confidential Complaints and Appeals Register.

7. RELATED DOCUMENTS

- 7.1. JMC Academy Glossary
- 7.2. Discrimination, Bullying, Harassment, and Sexual Misconduct Policy
- 7.3. Sexual Harassment Procedure
- 7.4. Sexual Assault Procedure
- 7.5. Health, Safety and Wellbeing Policy
- 7.6. Personal Information and Privacy Policy
- 7.7. Academic Progress Policy and Procedure
- 7.8. Non-Academic Misconduct Policy and Procedure
- 7.9. Academic Integrity Policy and Procedure
- 7.10. Research Ethics Policy
- 7.11. Student Code of Conduct
- 7.12. Statement of JMC Academy Principles of Procedural Fairness Policy

8. RELEVANT LEGISLATION

- 8.1. Higher Education Support Act 2003 (Cth)
- 8.2. Higher Education Standards Framework (Threshold Standards) 2021
- 8.3. Education Services for Overseas Students (ESOS) Act 2000 (Cth)
- 8.4. National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

9. POSITIONS RESPONSIBLE

- 9.1. Governing Council
- 9.2. Academic Board
- 9.3. Risk and Audit Committee
- 9.4. Senior Management Committee
- 9.5. Learning and Teaching Committee
- 9.6. The Chief Executive Officer
- 9.7. Dean
- 9.8. Director of Finance of Operations
- 9.9. Director of International Services
- 9.10. Campus Director
- 9.11. Student Services Team Leader

11. APPROVAL INFORMATION

Approval Authority	Governing Council
Health Check approval authority	JMC Academy CEO
Review date	06/02/2026

Version	Approved by	Approval date	Effective date	Modifications	Status
1.0	JMC Academy CEO	31/01/2023	06/02/2023	<p>Amendments as per external reviewer's recommendations. The following documents have been merged into one document:</p> <ul style="list-style-type: none"> • Student Complaints and Appeals Policy, • Student Complaints and Appeals Procedure, and • International Students Appeal Against Intention to Report Procedure <p>Sections added: 4.1; 4.15; 5.2.5.2, 5.2.5.3; 5.3.6.1; 5.3.11; 5.3.21; 5.4.1.1. Information about distinct cases of the appeals and membership of the Student Appeals Committee has been amended and moved to the Appendix and referred to. Updated details for the Overseas Student Ombudsman and the Resolution Institute. Academic Support Officer has been replaced with the Student Services Team Leader as a supporting person in the complaint and appeal process.</p>	Current

Version control tables from previous Policies and Procedures reside in the original documents.

Appendix 1 – Appeal Cases and Composition of the Student Appeals Committees

Appeal Case		Composition of Student Appeals Committees
FORMAL COMPLAINT RESOLUTION	<p>Appeals due to dissatisfaction with the decisions of JMC Academy arising from the formal complaint resolution process and appeals due to dissatisfaction with matters also including but not limited to:</p> <ul style="list-style-type: none"> • Handling complaints in regard to sexual harassment or sexual assault, bullying, discrimination, and harassment, • Decisions of the Research Ethics Committee (REC), or/and handling complaints in regard to conduct of research¹. 	<ul style="list-style-type: none"> • The Chair of the Governing Council (Chair), or CEO as the delegated Chair, and • A member of the Senior Management Committee, and/or • Director of International Services (when international students are involved), and/or • Other members as determined by the Chair.
ACADEMIC MATTERS	<p>Appeals due to dissatisfaction with the decisions of JMC Academy in relation to academic matters including but not limited to:</p> <ul style="list-style-type: none"> • Assessment for an individual item or of a unit or a review of that assessment (for example re-mark of the assessment), • Penalty for academic misconduct (including decisions to suspend or cancel the student’s enrolment due to academic misconduct), • Outcome of an application for Recognition of Prior Learning, Aegrotat Assessment, Special Consideration (academic), • Suspension or cancelation of a student’s enrolment due to unsatisfactory academic progress (notices of intention to cancel the enrolment or notices of intention to report). 	<ul style="list-style-type: none"> • The Dean (Chair), or the Chair of the Learning and Teaching Committee as the delegated Chair, and • Two academic members of the Learning and Teaching Committee, and/or • Director of International Services (when international students are involved) and/or • Other members as determined by the Chair.
NON-ACADEMIC MATTERS	<p>Appeals due to dissatisfaction with the decisions of JMC Academy in relation to non- academic matters including but not limited to:</p> <ul style="list-style-type: none"> • Penalty for non-academic misconduct (including decisions to suspend or cancel the student’s enrolment due to non-academic misconduct), and, • For an international student: deferrals, transfers to other institutions, • Outcomes of applications for refunds or re-credits. 	<ul style="list-style-type: none"> • The CEO (Chair), or Director of Finance and Operations as the delegated Chair, and • The Campus Director, and • A member of the Senior Management Committee, and/or • Director of International Services (when international students are involved) and/or • Other members as determined by the Chair.

If staff have previously been directly involved in the matters leading to the Appeal will not be appointed as members and/or the Chair of the relevant Student Appeals Committee.

¹ For details, please refer to the *Research Ethics Policy*