



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

Approved by ACEC 30 August 2016 (last updated ACEC 30 May 2024)

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 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 Officers
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 the President)
- Dean of Students
- Two representatives of the Student Appeals Panel (one drawn from the academic staff membership; and one drawn from the professional staff membership)
- 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
- Two representatives of Students' Union, nominated by the Students' Union President
- One representative of students, nominated from a Student Leadership Group
- Student Engagement Manager / Head of Student Engagement, Conduct, Complaints and Appeals or their nominee
- Representative of Legal Services
- 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 one third of its 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.