Advice for students seeking resolution of a dispute or grievance:

In accordance with the grievance procedures outlined by the University of New South Wales, the School of Organisation and Management acknowledges that any assessment made by a staff member that pertains to a student’s academic performance in a course or subject should be demonstrably fair and equitable.

The School recognises that it will benefit neither students nor staff to leave legitimate disputes or grievances unresolved. The following procedures are aimed at dealing with any such problems that arise in a fair and expeditious manner, and may be applied in situations where to student feels that their issue needs to be conciliated by a staff member not directly involved in the dispute or grievance.

While these procedures may not be appropriate in all cases, it is hoped that they will provide a means by which students can resolve disputes that arise in an expeditious and non-threatening manner, in particular, disagreements over academic assessment.

It should be noted that, in line with University guidelines, students are required to raise their grievances in a timely manner, which would be normally within one month of the matter arising, the School expects that, in most cases student grievances will be resolved through informal discussion and consultation without recourse to formal appeal. The following steps are suggested.

**Step 1**
The student should attempt to resolve the grievance with the staff member(s) concerned within a reasonable time frame or with the School of Organisation and Management Grievance Officers.

**Step 2**
If the grievance is still unresolved, it should be directed in writing to the Head of School who will attempt to resolve the grievance informally following investigation of the matter.

In cases of disputed assessments, the student will be asked to submit the assessed work and an unmarked copy to one of the Grievance Officers who will then ask another staff member with appropriate expertise to reassess the unmarked work. The mark given whether higher or lower than the original mark, will stand.

**Step 3**
If the matter is not satisfactorily resolved as a result of this process, the student should refer the grievance to the Registrar, from which time the matter will be dealt with under guidelines outlined by the University at: [http://www.student.unsw.edu.au/atoz/grievance](http://www.student.unsw.edu.au/atoz/grievance).

Students may also find it helpful to consult with staff at: The Counselling Unit [www.counselling.unsw.edu.au](http://www.counselling.unsw.edu.au), who provide counselling services for a range of problems.

Contact [www.contact.unsw.edu.au](http://www.contact.unsw.edu.au), which is a counselling service run jointly by the Student Guild and the Counselling Unit.
Contact Details

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