

# Appealing a decision made by USU

If you disagree with a decision USU made about the complaint you're involved with, you can submit an appeal.

## Appeals can be made on the basis of:

1. Alleged failure of due process, or
2. Disagreement with the outcome of the complaint assessment.

## An appeal must:

1. Be submitted in writing to USU via [d.programs@usu.edu.au](mailto:d.programs@usu.edu.au) within 30 days of the date you were notified of the outcome of a complaint assessment.
2. Include reasoning for submitting your appeal, outlining either:
  - o Why you believe due process has not been observed, or
  - o Your reasons for why you disagree with the outcome of the initial complaint assessment.

## Appeals are then considered:

- o By a panel of three Heads of Department or Managers of USU who have not been previously involved with the matter.
- o On the basis of the written materials provided by the person submitting the appeal.

Once a decision is made by USU, the person submitting the appeal will be provided with a written statement of the outcome of the appeal. It will include:

- o Reasons for the outcome, or
- o Steps to be taken if the appeal is upheld.

## The outcome of the appeal is final.

Submit your appeal to  
[d.programs@usu.edu.au](mailto:d.programs@usu.edu.au).