

A GUIDE TO

MAKING UNIVERSITY APPEALS



Education
& Equity



THE UNIVERSITY HAS DENIED AN APPLICATION OR MADE A DECISION THAT I DO NOT AGREE WITH. WHAT CAN I DO?

If an application that you have made is denied or you receive a university decision that you do not agree with, you have a right to appeal that decision.

An appeal is an application for review of a decision made in accordance with the University rules. It makes an academic argument as to why a decision was wrong, by providing new information and supporting evidence that may change the original decision.

You can find full details on the University's appeals process [here](#):

IMPORTANT

An appeal needs to:

- Include new evidence which the original decision-maker was not aware of; and/or
- Demonstrate that when the decision was made, procedure was not correctly followed.

WILL I BE CHARGED FOR LODGING AN APPEAL?

No, lodging an appeal is part of your student rights and is free of charge.

WHAT HAPPENS TO MY ENROLLMENT WHILE I GO THROUGH THE APPEAL?

While you are appealing a university decision, your enrollment will be maintained throughout the appeal processes. If you are appealing a university decision that affects your enrollment (for example, show cause), then you will remain provisionally enrolled while your appeal is pending.

Once your appeal is heard and a formal decision given, all conditions of that outcome will be applied to your enrollment.

WHO CAN HELP ME WITH MY APPEAL?

Free, independent advice assessing your eligibility to make, and assist with writing, your appeal can be found at **Student Help On Campus (SHOC)**. Our Education & Equity Advocates can help you lodge an appeal for a range of denied applications including:

- Re-enrollment following Show Cause;
- Re-mark;
- Withdrawal without academic penalty;
- Removal of financial liability.

SHOC can also help you prepare an appeal against the findings of a disciplinary hearing. You have the right to appeal a university decision if this is mentioned in your decision letter.

IMPORTANT

You can only lodge an appeal if you have been given a formal decision letter from the University outlining your ability to do so.

If you have not received a formal decision from the University, then you may need to exhaust more options to resolve your matter before proceeding to an appeal. A SHOC Education & Equity Advocate can help you explore more options.

It is important to read the full [SSAC policy and procedure](#) before lodging an appeal.

I WANT TO LODGE AN APPEAL. WHERE DO I START?

STEP 1: READ THE FORMAL DECISION, CHECK WHERE TO APPEAL, AND THE TIME FRAME TO APPEAL WITHIN.

A formal decision will be sent to your university email and a hard copy letter will be posted to your residential address. Read and review this letter, as it will contain information about how the decision was made.

Your decision letter will mention your right to appeal the decision, the time frame you have to complete and submit, and to whom you should direct your appeal.

IMPORTANT

The time frame and where the appeal is addressed to changes depending on the type of decision. It is important to check this information before proceeding with an appeal.

STEP 2: FORMULATE YOUR ARGUMENT.

Start considering why you do not agree with the University's decision and decide if you have reasons to appeal it. Appeals are not about retelling what happened. You must identify your grounds for appeal, and you will need to back up your argument with evidence.

Grounds for appeal means you can supply additional evidence and/or can clearly demonstrate how the decision did not comply with the existing university rules.

Your argument needs to be based off more than just an emotional argument, this means that just disagreeing with the decision is not enough. In order to have an appeal be upheld, where it is awarded in your favor, you will need to deliver information with supporting evidence that shows the original decision was incorrect.

STEP 3: WRITE YOUR FORMAL LETTER.

Your appeal needs to be a written letter, outlining your argument and including all supporting documentation. This will be reviewed and a new decision, that will overrule the original, will be made. Therefore, your letter needs to be clear, detailed and well written.

Your letter should include the following:

- The decision made by the University and the reasons they stated as to why it was made. You then supply new information that demonstrates how this decision was made using incomplete information.
- If you are appealing against a decision related to a university rule, then you should demonstrate why that rule was applied unfairly to you and why the decision should be reversed.
- Additionally, you could briefly mention how it would negatively affect you if this decision is not approved.

Think of your appeal as an essay. A good essay is well researched, includes a clear argument that can be substantiated with sound references. Your letter should be clear and each point you make should have appropriate supporting evidence to back it up.

See the Appeal Letter Template at the end of this guide for more details.

STEP 4: COLLECT ALL SUPPORTING EVIDENCE TO YOUR CASE.

All university appeals need to have appropriate supporting documentation to substantiate the grounds for your request. If you do not attach any or supply vague/non-specific supporting documentation, then your appeal may not be accepted.

You should reference any documentation that has been delayed within your letter. A simple guide is to make sure your supporting documentation fulfill these criteria: is awarded in your favor, you will need to deliver information with supporting evidence that shows the original decision was incorrect.

1. The illness or special circumstances that have taken place had been beyond your control;
2. The full impact of your special circumstances was not known until after the results were released.
3. The illness or special circumstances made it impracticable for you to complete the requirements of the course(s) in the period that you were studying.

IMPORTANT

- All medical supporting documentation must be by a medical practitioner who is not a near relative or close associate (not a parent, partner, child, sibling, friend, or university peer).
- All letters of support from treating professionals (counsellor, psychologist, physiotherapist etc) cannot be from a near relative or close associate.
- All personal statements explaining special circumstances will need to be certified statutory declarations.
- All supporting documentation needs to be originals, certified copies, or certified translations if not in English.

STEP 5: SUBMITTING YOUR APPLICATION.

Submit your signed and dated appeal letter with supporting documentation to the appropriate University body. This will change depending on who you are to submit your appeal to. This information will be found in the formal decision from the University.

Once submitted, you will receive a response via your mailing address as listed on your my-SInet. If you are no longer a student, please indicate in your statement your current mailing address.

**YOUR ADDRESS
PHONE NO.
STUDENT NUMBER
DATE**

**Name and title who is
reviewing your appeal
University of Queensland
QLD 4072**

Dear name of reviewers,

Paragraph 1:

Introduce yourself. Say who you are and what Program you are doing. Include the course number/s that is/are relevant to the appeal.

Paragraph 2:

State the reason/s you are writing.

I am writing to appeal the decision of the <insert decision maker name> which denied my request to <what was your request/application for? Insert reason for the decision> (copy and paste from the email you received)

I would like to make an appeal against this decision.

Paragraph 3:

Explain your case. Include new information and additional evidence.

I believe I now have additional supporting documentation/argument which supports my application/request and which will enable consideration to be given to the circumstances affecting me as a current student.

All referenced supporting documentation can be compiled into an appendix. If using an appendix, use page numbers and cite these numbers when referencing your supporting documentation. If you have supplied scanned copies, state that "I am willing and able to produce the original copies of these documents should that be required at any stage".

Paragraph 4: Summarise your argument making note to any key points.

Yours Sincerely,

SIGN

PRINT NAME