

2021 APPEAL FORM



Name:

Student Number:

Residence:

Room Number:

Telephone:

Email Address:

On what grounds are you submitting an appeal?

Special Circumstances - circumstances beyond the students' control
(for definition of Special Circumstances please see Appeal Procedure)

I believe the process or procedure was not followed correctly

I believe the Student Occupancy Licence Agreement was not interpreted correctly

Please note: Appeals submitted for reasons other than those listed above will be reviewed internally within the Student Living Office and may not proceed to the Appeals Committee.

What charges are you appealing?

Termination Fee

Termination two week notice period

Charge/Fine *(please provide details)*

Other *(please provide details)*

On submission of the completed Appeal Form, a detailed and relevant written statement with supporting documentation that clearly demonstrates the basis for the appeal must be supplied. All fees must be paid regardless of the appeal status. If your appeal is upheld the relevant fees will be refunded.

I have read, understand and agree to the following terms:

- I must submit my appeal as per the Appeal Procedure
- I declare that the information I have given is correct

SIGNATURE:

Date:

OFFICE USE ONLY

Appeal Reference Number:

Date Received:

APPEAL PROCEDURE

Student Living charges/fees form part of a legal contract between the University and the student. In all cases, Student Living will follow standard procedures when imposing charges/fees. Where Special Circumstances, a belief that a process or procedure was not followed or a belief that the Student Occupancy Licence Agreement was not interpreted correctly exists, a student may appeal the imposition of a charge/fee. Depending on the outcome of the appeal the charge/fee may be reimbursed.

Who should use this form?

Student wishing to appeal a Student Living charge/fee.

How do I appeal?

In order for an appeal to be considered, a student must complete the necessary Appeal Form and supply supporting documentation demonstrating their grounds for appeal.

How are Special Circumstances defined?

Special Circumstances are those circumstances that are beyond the student's control and which a reasonable person would consider are not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. These circumstances must be unforeseeable, unusual, uncommon or abnormal. They may include medical and/or family/personal circumstances.

Supporting evidence must be provided and must be verifiable. Supporting evidence may include, but is not limited to: doctors' certificates or other medical documentation from registered health professionals; statutory declarations; police reports; and statements of support from University officials. Please note statutory declarations must be provided with other supporting documentation and will not be accepted for health grounds.

Appeal Instructions

1. Prior to lodging an appeal, students should contact the Student Living Customer Support team to discuss the charge/fee. Student Living Customer Service staff will check that the charge/fee is correct and explain the reason it was applied. If the criteria are met an appeal may be submitted.
2. The appeal must be lodged using an Appeal Form together with a detailed and relevant written statement and supporting documentation that clearly demonstrates the basis for appeal. The Appeal Form is available from the Student Living Customer Service desk, West Tower, and on the Student Living website.
3. All appeal documentation is to be scanned and emailed to studentliving-appeals@newcastle.edu.au within 14 days after the receipt of charge notification from Student Living. When sending your appeal, please write the following in the subject heading of your email: Your Name - Student Living Appeal. *Please note: It is the responsibility of the student to provide all relevant documentation at the time of lodging the appeal. If there is documentation you are unable to provide within the above timeframe please provide a list of these documents with your appeal and the reasons for their unavailability.*
4. The appeal will be considered by our Appeal Committee and students will receive an outcome via email.

Appeal Committee Composition

- The DVC-A or nominated delegate
- Associate Director, Student Care and Equity
- Manager, Transition and Success, Student Central
- Financial Manager, Resources Division
- Student Living Representative (non-voting)

Please note the following conditions:

- The appeal must be submitted within 14 days after the receipt of the charge/fee notification from Student Living.
- Supporting documentation will assist the Appeal Committee to evaluate your appeal.
- You may only submit one appeal for each charge/fine that has been applied.
- If any additional information is required about your appeal, you will be contacted. You will not be able to expedite, or influence the appeal process by telephoning, sending email or other communications to support your appeal once it has been submitted. You are requested to refrain from doing so.
- All appeals are subject to an initial review by the General Manager of Student Living and the Deputy Director of Campus Services, Infrastructure and Facilities Services before being passed on to the Committee.
- Initial review will be undertaken in accordance with Student Living Appeal Committee's Terms of Reference.

PRIVACY - Personal information collected on this form or supplied by you will be treated as confidential and in accordance with the Privacy and Personal Information Protection Act 1988, and the University's Privacy Management Plan. The information is used for the purpose of assisting Student Living to make an informed decision on your application.