

Student Ombudsman Office Policy

Section 1 - Role of Student Ombudsman

(1) The Student Ombudsman Office has been established by QUT to ensure students receive fair and equitable treatment. It provides a confidential, independent and impartial resource for the resolution of formal and informal student grievances and complaints relating to administrative and academic decisions.

Section 2 - Application

(2) The services provided by the Student Ombudsman Office are available to all students and immediate past students as defined in the [Grievance Resolution Procedures for Student Related Grievances](#).

Section 3 - Roles and Responsibilities

Position	Responsibility
Deputy Vice-Chancellor and Vice-President (Academic)	Provides administrative oversight of the Student Ombudsman Office.
Student Ombudsman	Fulfils the functions of the Student Ombudsman Office. Maintains procedures for the impartial management of student related grievances. Provides recommendations for innovation and improvement in student standards, practices and procedures. Reports annually to the Vice-Chancellor and President, via the Deputy Vice-Chancellor and Vice-President (Academic) on the functions of the Student Ombudsman Office each academic year using de-identified aggregate data.
Deputy Student Ombudsman	Undertakes role of Student Ombudsman in their absence.

Section 4 - Functions of the Student Ombudsman Office

(3) The primary functions of the Student Ombudsman Office are:

- to provide advice to students and staff encountering difficulties associated with student related policies and procedures;
- to provide advice on academic and administrative matters affecting students and strategies for reducing the number of formal appeals lodged by students;
- to carry out the University's procedures for resolution of student related grievances according to [Grievance Resolution Procedures for Student Related Grievances](#);
- to undertake formal investigation of student related complaints which cannot be resolved by other means; and
- to encourage and facilitate improvements in the quality of the University's administrative, teaching, learning and student service processes and promote input by staff, students and interested third parties into development of University policies.

(4) The Student Ombudsman attends University Appeals Committee by invitation.

Section 5 - Status of Student Ombudsman and Deputy Student Ombudsman

(5) The Student Ombudsman and Deputy Student Ombudsman are QUT staff.

(6) The University recognises that the Student Ombudsman and Deputy Student Ombudsman must maintain neutrality, independence and confidentiality in performing their role. The Student Ombudsman and Deputy Ombudsman have direct access to all levels of the University, including senior officers such as the Vice-Chancellor and President, Provost and Deputy Vice-Chancellor and Vice-President (Academic), as well as Executive Deans of faculty and Heads of School, academic and administrative staff.

(7) The Student Ombudsman can:

- a. talk to University staff;
- b. inspect documents;
- c. get independent legal advice; and
- d. recommend changes to University practices to prevent similar complaints.

(8) Where a conflict of interest arises which may compromise the Student Ombudsman or Deputy Student Ombudsman's independence and impartiality (e.g. where a matter arises from an academic activity or administrative decision in which the Student Ombudsman has had a direct involvement), the matter will be referred to the Deputy Vice-Chancellor and Vice-President (Academic) for resolution.

Section 6 - Grievances and Dispute Resolution

(9) The [Grievance Resolution Procedures for Student Related Grievances](#) provides the resolution process.

Status and Details

Status	Current
Effective Date	22nd September 2020
Review Date	30th September 2024
Approval Authority	Vice-Chancellor and President
Approval Date	22nd September 2020
Expiry Date	Not Applicable
Policy Owner	Udo Gottlieb Student Ombudsman
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