

# RESIDENCE LIFE STUDENT ACCOMMODATION

## RESIDENTIAL APPEAL GUIDELINES

### Section 1 - Purpose

- (1) These are the guidelines for the Residential Appeals process regarding accommodation charges. These guidelines describe the residential appeals process by which students living in Charles Sturt University residences may appeal accommodation charges they believe have been incorrectly applied to their account.

#### Scope

- (2) These guidelines apply to students of Charles Sturt University.

### Section 2 - Glossary

- (3) The glossary section of the [Residential Agreement](#) defines the terms used in these guidelines.

### Section 3 – Policy

- (4) These guidelines support the [Residential Agreement](#) and should be read alongside the agreement.

### Section 4 – Procedures

Nil

### Section 5 – Guidelines

- (5) Accommodation charges

Accommodation charges may include:

- Room/Accommodation charges
- Accommodation fines
- Fees
- Disciplinary charges

- (6) Appeals

- A student may appeal against the application of a charge/penalty on the grounds that an error of policy application has occurred, or for consideration of excessive application of fines and charges.
- Appeals must be submitted via the online [residential appeals form](#) no later than fourteen (14) days after receiving notification of the charge.

- c. The receipt of the appeal will be acknowledged via email.
- d. Appeals must fully establish and substantiate the basis for the appeal. Any appeal where the applicant fails to sufficiently substantiate the basis for the appeal may not be considered or reviewed.
- e. Residential Appeals are reviewed and considered by the Director, Commercial Services; Associate Director, Residence Life, Manager, Residence Life or nominee; Associate Director, Safe & Respectful Communities or nominee, as required.
- f. Once an appeal is assessed, the applicant will be advised of the outcome via email.
- g. Assessment of a Residential Appeal may result in variation to the fine or charge and take any other action deemed appropriate within the Residential Agreement, Policies and Guidelines.
- h. Students must ensure that their appeals are based on fact.

### Status and Details

<b>Status</b>	Current
<b>Effective Date</b>	October 2024
<b>Review Date</b>	October 2025
<b>Approval Authority</b>	Chief Financial Officer
<b>Unit Head</b>	Director, Commercial Services
<b>Author</b>	Associate Director, Residence Life
<b>Enquiries Contact</b>	Associate Director, Residence Life