

# 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 – Document hierarchy

- (4) These guidelines support the [Residential Agreement](#) and should be read alongside the agreement. This document is made under the Facilities and [Premises Policy Part B](#) authority to establish and impose regulations for controlled areas.

### Section 4 – Guidelines

- (5) Accommodation charges

Accommodation charges may include:

- a. Room/Accommodation charges
- b. Accommodation fines
- c. Fees
- d. Disciplinary charges

- (6) Appeals

- a. 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.
- b. Appeals must be submitted via the online [residential appeals form](#) no later than fourteen (14) days after receiving notification of the charge.
- c. Late appeal applications will be rejected unless:
  - i. the student has asked for an extension before the due date of the appeal application and the appeal decision-maker or nominee approves the extended date, or

- ii. the student can show that circumstances outside their control have prevented them from submitting an appeal application on time.

In such circumstances, the appeal decision-maker or nominee will then approve or deny the appeal application from being heard.

- d. The receipt of the appeal will be acknowledged via email.
- e. An appeal application must:
  - i. state the finding and/or penalty under appeal;
  - ii. identify the ground or grounds of appeal, numbering them consecutively if there is more than one;
  - iii. provide details and copies of any evidence where this is required for a ground of appeal; and
  - iv. an argument or rationale that states the relevant facts in support of each nominated ground of appeal.
- f. 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.
- g. Once an appeal is assessed, the applicant will be advised of the outcome via email.
- h. 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.

### Status and Details

<b>Status</b>	Current
<b>Effective Date</b>	October 2025
<b>Review Date</b>	July 2026
<b>Approval Authority</b>	Chief Financial Officer
<b>Unit Head</b>	Director, Commercial Services
<b>Author</b>	Associate Director, Residence Life
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