

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 most of 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 include:

- a. Room/ Accommodation charges
- b. Flexi Food charges
- c. Accommodation fines
- d. Fees
- e. 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 appeal 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. The receipt of the appeal will be acknowledged via email.
- d. Appeals must fully establish and substantiate the basis for the appeal. The Residential Appeals Committee may elect not to hear any appeal where the application fails to sufficiently substantiate the basis for the appeal.
- e. A Residential Appeals Committee consisting of the Director, Commercial Services; Associate Director, Residence Life Manager, Residence Life; and Manager, Student Connection or nominee, will consider appeals during a monthly meeting or as required.
- f. Once an appeal meeting is held, the Appeals Committee will advise the applicant of the outcome via email.
- g. The Residential Appeals Committee may vary the fine or charge and take any other action that they deem appropriate within the Residential Agreement, Policies and Guidelines.
- h. The Residential Appeals Committee may levy a charge within the limits of the Residential Agreement where appeals are considered to be vexatious or where students make claims based on false information. Students must ensure that their appeals are based on fact.

Status and Details

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| Status | Current |
| Effective Date | October 2022 |
| Review Date | October 2023 |
| Approval Authority | Chief Financial Officer |
| Unit Head | Director, Commercial Services |
| Author | Associate Director, Residence Life |
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