

Accommodation Residential Appeals Guidelines

Version	1.2
TRIM file number	
Short description	Guidelines on the Residential Appeals process regarding accommodation charges.
Relevant to	Students, Residence Life Staff
Approved by	This Guideline has been approved by Director, Residence Life, in accordance with the Policy on Delegations and Authorisations - Delegation Schedule 1, GOV10.
Responsible officer	Director, Commercial Services & Residence Life
Responsible office	Residence Life
Date introduced	15 April 2014
Date(s) modified	29 July 2016
Next scheduled review date	July 2017
Related University documents	Residential Agreement, Residence Life Code of Conduct
Related legislation	
Key words	Charges, payments, appeals, cancellation

1. PURPOSE

These guidelines describe the Residential Appeals process by which students living in CSU's Halls of Residence may appeal accommodation charges they believe have been incorrectly applied to their account.

2. ACCOMMODATION CHARGES

Accommodation charges include:

- a) Room charges
- b) Meal charges
- c) Accommodation levies
- d) Fees
- e) Disciplinary charges

3. APPEALS

- 3.1 A student may appeal against the application of a charge/penalty on the grounds that an error of policy application has occurred or in appeal for consideration of excessive application of fines and charges.
- 3.2 Appeals must be submitted via the online [Residential Appeals](#) form no later than fourteen (14) days after receiving notification of the charge.
- 3.3 The receipt of the appeal will be acknowledged via email.
- 3.4 Appeals must fully establish and substantiate the basis for their appeal. The Appeals Committee may elect not to hear any appeal where the application fails to sufficiently substantiate the basis for the appeal.
- 3.5 A Residential Appeals Committee consisting of the Director, Residence Life; Manager(s), Residence Life; Finance Officer, Division of Finance or nominee, , will consider appeals.
- 3.6 Once an appeal meeting is held, the Appeals Committee will advise the applicant of the outcome within six (6) working days.
- 3.7 The Appeals Committee may vary the fine or charge and take any other action that they deem appropriate within the Residential Agreement, Policies, Code of Conduct and Guidelines.
- 3.8 The Appeals Committee may levy a charge within the limits of the Residential Agreement and/or Code of Conduct 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.
- 3.9 The Appeals Committee will meet monthly or as required.

Table of amendments

Version number	Date	Short description of amendment
1.2	5/8/2016	Change to Residential Appeals committee membership