

Student Advocates' guide to

Asking to have a decision reviewed informally

What is this about?

Sometimes you might disagree with a decision made by the University. If this happens, a good first step is to ask the decision-maker to review the decision informally.

Before getting started

- Check whether the decision is appealable Under the [University Student Appeals Procedure](#). If so, you will need to include some extra information (see Step 2a below). If not, you can still ask for the decision to be reviewed.
- Keep your request brief, respectful, and to-the-point.
- If you would like feedback on your draft, you can send it to studentadvocate@csu.edu.au. Ensure you allow 2 working days before your deadline for feedback.

Step-by-Step instructions:

1. Address your response to the decision-maker (e.g. Dear Faculty Assessment Committee). The decision-maker will be mentioned in your decision email.
2. Explain the purpose of your letter (e.g. I am writing to ask you to informally review the decision sent to me on <insert date>).
 - a) If the decision is appealable, include a reference to Clause 3 of the University Student Appeals Procedure (e.g. ... under Clause 5 of the University Student Appeals Procedure, which states: "[paste the clause here.](#)")
3. Explain the decision (e.g. The decision was "paste the decision here").
4. Explain why you are asking to have the decision reviewed. **This is essential**, as your request will not be considered without a reason.
5. Use an appropriate sign off (e.g. Sincerely, or Kind Regards,) and include your full name and Student Number.

Tips for asking for a review

- Send your request by replying to the original decision email.
- Send your request as soon as you can after receiving the decision and ideally within 10 business days.
- Make sure to include all the relevant information and supporting evidence.
- Reasons to ask for an informal review might include: to ask for more feedback on the decision, to provide more evidence to address aspects of the decision, to clarify aspects of your evidence that you feel were misunderstood

What comes next?

If the decision is appealable under the University Student Appeals Procedure, you have 10 business days from the day you receive your informal review outcome to appeal. If the decision is not appealable, you can follow the complaints process. A Student Advocate can help you with an appeal and/or the complaints process.