INDICATIVE FLOWCHART - GRIEVANCE LODGED AT SCD TEACHING BODY BY STUDENT

1. **STUDENT** with grievance
   - If not resolved:
     - Teaching Body GRIEVANCE HANDLER – a student may choose to have a Student Advocacy Officer for support
     - If not resolved:
       - Teaching Body PRINCIPAL
         - If student is not satisfied:
           - SCD GRIEVANCE HANDLER – a student may have a Student Advocacy Officer for support
             - If not resolved:
               - SCD DEAN
                 - Dean appoints Committee
                   - SCD GRIEVANCE COMMITTEE
                     - If the student is not satisfied:
                       - EXTERNAL GRIEVANCE OFFICER
                         - OVERSEAS STUDENT OMBUDSMAN
   - If not resolved:
     - If Domestic student:
       - If Overseas student:
         - Attempt to resolve directly with other party
         - Facilitates meeting with the student and other party to bring resolution
         - Reviews relevant information, interviews student and makes decision and communicates to all parties
         - Facilitates meeting with the student and other party to bring resolution
         - Reviews relevant material and reports to Dean who communicates the outcome to the Grievance Handler who communicates with the student

*** Alternative process if a coursework student would prefer to avoid further contact with their Teaching Body and go directly to the Sydney College of Divinity through the Office of the Dean. This process is also the process for research students.