This flow chart is designed to give students an overview of University procedures. Students should refer to the relevant policies and procedures (http://www.flinders.edu.au/current-students/policies-procs/) for more detailed information.

*The University recognises a student’s right to refer a grievance to a relevant external agency at any time. Relevant external agencies include the South Australian Ombudsman, Office of the Training Advocate or the Administrative Appeals Tribunal.

**The Administrative Appeals Tribunal is a body external to the University that has legislative responsibility for managing appeals related to the remission of HECS and FEE-HELP liabilities and Student Learning Entitlement for Commonwealth Supported Students.

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