

# Appeal Form



**Overview of appeals process:** In accordance with section 8 of the [Complaint Management Procedure](#) you may ask for your complaint outcome to be reviewed by someone else other than the Assessment Officer. This is called an appeal.

The right to appeal a complaint outcome does not arise solely because you do not agree with the decision made by an Assessment Officer. An appeal must be made on one or both of the grounds outlined in the form below.

You must clearly state the reason you believe that you have a right to appeal and include any relevant supporting documentation.

1. Contact details		
Name:		Preferred method of contact
Telephone:		<input type="checkbox"/> Telephone
Email:		<input type="checkbox"/> Email
Postal address:		<input type="checkbox"/> Post
2. Complaint		
Briefly describe your complaint and the outcome of your complaint. If you were given a reference number for your complaint, please also provide this. Insert detail here		
3. Grounds of Appeal		
An appeal must be lodged within 15 working days from the date you received the complaint outcome. If you are lodging an appeal outside this timeframe, please explain why. Appeals lodged outside the timeframe will only be considered in exceptional circumstances.		
Appeal lodged within 15 working days after complaint outcome?		
Yes <input type="checkbox"/>		
No <input type="checkbox"/>		
If no, insert explanation for delay in lodging this appeal.		

An appeal can only be made if one (or both) of the following grounds of appeal apply. Please check the box which you think applies to your appeal.

**Ground 1** - There is **substantial new evidence** relating to the original complaint that was not reasonably able to be provided at the time you made the complaint or was not otherwise previously available to the Assessment Officer.

*Any new evidence should be attached to this appeal.*

**Ground 2-** There was a **lack of procedural fairness** in the formal complaint process.

***What is procedural fairness?***

*Procedural fairness is about the fairness of procedures followed by an Assessment Officer and the University when making a decision about a complaint. Certain rules must be followed to ensure procedural fairness is upheld and a complainant receives a fair process. When these rules are broken a complainant should be entitled to a review of their complaint outcome. The rules of procedural fairness are that there should be, a lack of bias during decision making; sufficient evidence to support an outcome; and appropriate consideration and investigation into the issues raised in a complaint.*

Provide and attach any additional relevant information / supporting documentation and list here.

Provide any other information relevant to the appeal.

Insert list of attachments, if applicable.

#### 4. Resolution

What resolution are you seeking to this appeal?

In accordance with clause 54 of the Complaint Management Procedure, the Appeal Officer will review the appeal and make one of the following determinations:

- a) allow the appeal and make a fresh determination and/or recommendation(s) for action;
- b) allow the appeal and refer the complaint back to the same Assessment Officer, or a different Assessment Officer, to re-determine the complaint;
- c) dismiss the appeal due to insufficient grounds for appeal; or
- d) dismiss the appeal because the grounds for appeal are unsubstantiated.

Insert detail here

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