

Student Appeals Form

1 Overview

This appeals form is for higher education students who have already lodged a *Student Complaints Form* and the matter has not been resolved to your satisfaction, and you now wish to lodge a formal appeal.

An internal review/investigation may be instigated if there are valid grounds for appealing a decision such as:

- a. A belief that an irregularity in the procedures has occurred
- b. New evidence and facts have emerged that could change the decision
- c. The penalty imposed or decision reached could be considered unreasonable.

You should read *Student Grievance Policy and Procedure*, which outlines the policy and procedure for handling appeals at AIE Institute. You are also encouraged to read other policies and procedures that relate to your appeal.

This form contains various sections, depending on the type of complaint that was previously lodged. Please refer to *Student Grievance Policy and Procedure* to assist you with determining the type of complaint and the process:

- d. Academic complaints: concerns about academic progress or other academic matters
- e. Non-academic complaints: matters of an administrative nature or complaints about another person.

2 Student details

Title:		Last Name:		First Name:	
Preferred Name:					
Student ID, if enrolled (please specify if you are a potential student/applicant):					
Postal Address:					
Telephone:		Mobile Phone:			
Student email (if enrolled or personal email if potential student/applicant):					
Contact Preference (your preferred means of contact, and preferred times):					
Course Name:				Campus:	

3 Complaint/appeal type

Please select from the list below the complaint type that best describes your situation. If your complaint type is not listed, then please select 'other'. For all complaint types except 'Assessment (remark or grade review)', go to section 4, and also complete sections 5 and 6.

Academic Matters	Non-Academic Matters
<input type="checkbox"/> Course structure or content	<input type="checkbox"/> Student Administration
<input type="checkbox"/> Assessment (general)	<input type="checkbox"/> Student Support Services
<input type="checkbox"/> Assessment (remark or grade review – see below)	<input type="checkbox"/> Facilities
<input type="checkbox"/> Plagiarism and cheating	<input type="checkbox"/> Staff conduct (non-academic staff)
<input type="checkbox"/> Teaching staff conduct	<input type="checkbox"/> Fees, refunds, fines
<input type="checkbox"/> Admissions	<input type="checkbox"/> Privacy
<input type="checkbox"/> Credit and RPL	<input type="checkbox"/> Perceived unfairness, discrimination, inequity
<input type="checkbox"/> Classroom behaviour	<input type="checkbox"/> Bullying, harassment
<input type="checkbox"/> Attendance	<input type="checkbox"/> Other (please briefly describe):
<input type="checkbox"/> Intellectual Property	
<input type="checkbox"/> Student supervision on excursions or work placement	
<input type="checkbox"/> Other (please briefly describe)	

3.1 Assessment (remark or grade review)

If you have already lodged a formal complaint and you are still dissatisfied with the outcome, then you may lodge a formal appeal.

4 Appeal details

4.1 Summary of appeal

Please summarise your appeal reasoning and outline why you believe that the decision on your complaint was incorrect. Please outline why you have valid grounds for an appeal as listed in section 1 Overview. Please provide copies of any additional evidence that has not been previously considered.

4.2 List of additional evidence attached

Please provide copies of any additional evidence such as information or documentation to support your appeal that was not lodged with your complaint, and list them below. Please also include the names and contact details of any witness or other persons who may support your appeal.

4.3 Proposed appeal resolution

Describe your proposed appeal resolution and how you believe it will resolve the initial complaint and this appeal. Tell us what steps you think need to be taken.

5 Declaration

In signing this *Student Appeals Form*, I declare that:

- I have read and understood *Student Grievance Policy and Procedure* and any other associated policies and procedures.
- The information contained in this form is true and accurate to the best of my knowledge and is not vexatious or frivolous.
- I understand the process for handling complaints and appeals.
- I understand that all information about this appeal will be treated confidentially by persons handling this appeal, unless required to disclose by law. The details of my appeal may be shared with the person I have complained about, and any potential witnesses. My identity may also be disclosed to relevant parties as part of the investigation procedures.

Signature of Appellant: _____ **Date:** _____

Appellant Name: _____

6 Submitting your appeal

You must submit your appeal within 10 business days of receiving the decision about your complaint. Please consult with Student Support staff or the Student Council if you need assistance before finalising your application.

Ensure that you sign this form, include your evidence documents, and mark it '**personal and confidential**'.

For academic matters return this form to the Academic Board via one of the following options:

- a. Email to: AcademicBoard@AIEInstitute.edu.au

For non-academic matters return this form to the Executive Management Committee via one of the following options:

- b. Email to: EMC@aieinstitute.edu.au

After submitting your appeal, you will receive notification of receipt in writing. Your appeal will be referred to the relevant investigator at AIE Institute, in accordance with procedures in *Student Grievance Policy and Procedure*. Records will be maintained.

7 Office use only

Date Received:		Date Receipt Sent to Student/Applicant:	
Complaint No.:			
Staff Member Assigned:		Date Sent by Email:	

7.1 Preliminary check

- All evidence is attached
- Some evidence is attached – evidence requested
- No evidence is attached – evidence requested

Signature: _____ Date: _____

7.2 Final decision:

I have assessed the application and have decided to:

- Uphold the appeal
- Reject the appeal

Reasons:

Name of Decision-maker: _____

Signature: _____ Date: _____

Administration:

- Letter and associated documents sent to complainant Date: _____