



AACDS Appeal Policy and Procedure

Appeal Process Policy

AACDS has a policy and procedure for the complaints/appeal process. The complaint/appeal:

- Appellant is advised to first try to resolve the issue directly with people involved, if no solution can be reached;
- Appellant/student will need to provide written details of the grounds upon which the appeal is made, and any supporting evidence.
- This can be lodged with the Student Support Officer (April Jorgensen or Linda Sim)
- This can also be submitted directly to the Director of AACDS (April Jorgensen)
- The appeals process will commence within 10 working days of AACDS receiving the formal written lodgement of the appeal.
- Mediation discussions will occur if required, (at no cost to the student) however if a satisfactory solution is not reached the appellant has the right to take the complaint/appeal to the external student appeals service.
- The student is entitled to be assisted or accompanied by a support person
- The student's enrolment will not be affected during internal complaint's and appeals process except in extenuating circumstances.
- AACDS will provide the appellant with a written confirmation of the outcomes of the appeal and the reasons for the decision within 14 days of notification of the outcome.
- AACDS acknowledges that upon a decision made in favour of the student, AACDS will immediately implement any decision and/or corrective or preventive action that may be required.

Assessment Appeals

In relation to assessment appeals; appeals must be lodged in writing with the Client Service Supervisor no later than 32 days from the official notification of results.

International Students

All international students enrolled at AACDS are entitled to access the grievance/appeals procedure set out in this policy. If in the event of the dispute remaining unresolved, an international student or AACDS may contact the ACPET External Student Appeals Service.

<http://www.acpet.edu.au> to download an appeals form

Completed Appeal forms can be submitted via email to:

Student.appeals@acpet.edu

Or by posting to:

Student Appeals, ACPET,
PO Box 551,
East Melbourne VIC 8002.

This process does not prevent an international student from exercising rights to other legal remedies.

The following external bodies may be consulted:

- Department of Fair Trading Ph: 13 32 20

Please complete this form and return to AACDS 1a Arcadia Chambers,
1 Roydhouse St Subiaco WA 6008. Or fax to (08) 9382 4833.

Student Name: _____

Address: _____

Phone: _____

Course: _____

Please provide details of the grounds upon which your appeal is made:

Supporting evidence provided (please attach to this form):

Students Signature: _____ Date: _____