



# 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 (forms are available on our website [www.aacds.com.au](http://www.aacds.com.au) or from the Academy).
- 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
- 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 an external mediator of choice
- 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.

## Assessment Appeals

In relation to assessment appeals; appeals must be lodged in writing with the Client Service Supervisor no later that 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 Director General of Education who will appoint a suitably qualified conciliator to recommend appropriate action. 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
- Department of Education Services – Independent Conciliator Ph: 9441 1953

**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: \_\_\_\_\_

Course: \_\_\_\_\_

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

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Supporting evidence provided (please attach to this form):

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Students Signature: \_\_\_\_\_ Date:  
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