

Complaints & Appeals Form

1. Purpose and Scope

This form is used to formally lodge a **Complaint, Assessment Appeal, or Academic Integrity Appeal**. It provides a structured process for students and stakeholders to request a review of a decision, raise concerns about services or conduct, or seek reconsideration of an academic outcome.

This form may be used for the following:

1.1 Complaints and General Appeals

All concerns are treated seriously, investigated promptly, and managed in a fair, confidential, and transparent manner. Complaints are handled using structured processes that ensure issues are resolved effectively while safeguarding the rights of all parties involved. Outcomes are documented, and actions are taken where required to maintain the quality and integrity of our training and assessment services.

1.2 Academic Integrity Appeals / Assessment Appeals

Students may lodge an appeal in relation to:

1. Assessment Appeals – Requests to review an assessment decision, including final results or decisions made during the assessment process.
2. Academic Integrity Appeals – Requests to review decisions relating to breaches of academic integrity.

Before submitting a formal appeal, students must first discuss the matter with their trainer, assessor, or head teacher. If the matter remains unresolved, a formal Complaints and Appeals Form may be submitted for review.

2. Timeframes and Lodgement Requirements

- Following an assessment event, results are available on the students eLearn Portal.
- Students have 20 days from the date results are posted to lodge an assessment appeal or academic integrity appeal.
- Appeals are submitted via the Complaints and Appeals Request Form to student@axiomcompliance.com.au.
- Written acknowledgement will be provided within five working days of lodging the appeal.
- A formal determination will be provided within 15 working days of receiving the completed form.
- If resolution exceeds 60 calendar days, the appellant is notified in writing with reasons and regular progress updates.
- The outcome letter includes reasons for the decision, any actions to be taken, and information about further review options.
- If the student is dissatisfied with the outcome, they may request an independent review (e.g., external mediator, ombudsman, or industry expert).
- Information about independent review options and any associated costs is provided to the student.

All submissions will be reviewed objectively and in accordance with the organisation's policies on fairness, transparency, and procedural integrity.

Complaints & Appeals Form

Personal Details	
Full Name:	
Position of Complainant/Appellant	
Address:	
Email:	Phone:
If the complainant is a student, please provide the following details:	
Student name:	USI:
Course Name:	

Grievance Type		
Complaints and General Appeals	Academic Integrity Appeals	Assessment Appeals
<input type="checkbox"/> Operational or administrative matters. <input type="checkbox"/> Service delivery or communication issues. <input type="checkbox"/> Conduct of Axiom Team. <input type="checkbox"/> Dissatisfaction with the outcome of a prior complaint. <input type="checkbox"/> Regarding another student. <input type="checkbox"/> Time frame assessment was marked <input type="checkbox"/> Other	<input type="checkbox"/> The finding of academic misconduct was incorrect. <input type="checkbox"/> A decision relating to AI use or the originality of their own work was incorrect. <input type="checkbox"/> They were wrongly accused of submitting work that was not their own. <input type="checkbox"/> The penalty imposed was unreasonable or disproportionate <input type="checkbox"/> Other	<input type="checkbox"/> An assessment outcome is incorrect or unfair <input type="checkbox"/> The assessment process was inappropriate or inconsistent with required standards. <input type="checkbox"/> An RPL decision was incorrect or unfair. <input type="checkbox"/> Other
Grievance Information		
Date:		
Parties Involved:		
Course/if applicable:		
Have you complained about the issue before:	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date submitted:

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Complaint/Appeal Summary

(Please give a detailed explanation of the complaint/appeal and attach any supporting evidence.)

(Provide an explanation on how you believe this complaint can be resolved)

Declaration

- All the information provided in this form is correct and accurate to the best of my knowledge
- I am happy to attend any meeting with relevant persons required to resolve the issue
- I understand that if I am dissatisfied with the decision I have up to 60 days to resolve the appeal with the Axiom Team and after that I can seek assistance through external appeal.

Signature:		Date:	
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Complaints & Appeals Form

OFFICE USE			
Receiving staff member:		Date received:	
Response date in acknowledgement of form		Date of Formal determination	
Method of lodgement:	<input type="checkbox"/> Email <input type="checkbox"/> Mail		
Name/s of staff actioning the issue:			
Actions proposed/ determined resolution			
Implementation of proposed action by:	<input type="checkbox"/> Continuous improvement request <input type="checkbox"/> Counselling by the relevant person <input type="checkbox"/> Change of any service or membership <input type="checkbox"/> External counselling agency <input type="checkbox"/> Referred to: <input type="checkbox"/> Other (Please specify) <input type="checkbox"/> Training required		
Date of resolution:			
Outcome:	<input type="checkbox"/> Successful <input type="checkbox"/> Unsuccessful		
Method to communicate outcome to the complainant/appellant	<input type="checkbox"/> Email <input type="checkbox"/> Mail		
Response of complainant/appellant	<input type="checkbox"/> Agrees and accepts the decision made by Axiom (Record of correspondence is placed in student's file on powerpro) <input type="checkbox"/> Disagrees with the decision (Student has been advised of the right to access an external complaints handling body, along with their contact details)		
Axiom Representative: Signature _____ Date _____			