

INTERNAL APPEAL RESOLUTION PROCESS

All individuals to the business of Ikon, regardless of location or the terms of engagement, are entitled to access the grievance and appeals process to seek resolution to dissatisfaction about a matter that falls within the responsibility or control of Ikon. The resolution framework has four avenues of resolution:

- Stage 1 Informal Resolution
- Stage 2 Formal Grievance
- Stage 3 Appeal a Decision
- Stage 4 External Independent Review

This form applies to individuals who are dissatisfied with a decision made by Ikon and wish to escalate the matter for internal review under Stage 3 of the resolution framework. An appeal may be made where the decision relates to :

- The determination or outcome of a formal grievance
- An assessment, grade, recognition of prior learning, or academic misconduct
- Cancellation or suspension of the enrolment of a domestic student due to unsatisfactory academic progression
- Deferral, suspension or cancellation of the enrolment of an international student including release to another provider and the intention to report to the Department of Home Affairs for unsatisfactory academic progression

There is no cost to access the internal appeals process and the resolution framework does not limit or remove the right of individuals to take action under Commonwealth or State consumer protection laws or pursue legal remedies.

This form should be read in conjunction with the *Grievance & Appeals Policy* which can be downloaded from the institution website at ikon.edu.au/policies-procedures/.

GROUNDINGS FOR APPEAL

An appeal can be made on one or more of the following grounds:

- a) New evidence becomes available that could change the original outcome or decision
- b) Determination was made without consideration of the evidence or procedural fairness
- c) Evidence of bias, prejudice or a conflict of interest
- d) Compassionate or compelling circumstances
- e) Significant irregularity in the application of a policy, procedure or calculation

Appeals considered frivolous, unreasonable, vexatious or lacking substance will be dismissed.

Appeals will be treated with confidentiality at all times. All matters arising during the internal appeals process will be documented and recorded in an investigation file. Records will be disclosed only to individuals who have a right to the information by virtue of their role in the resolution process, or as required by law.

Individuals will not be disadvantaged or victimised for lodging an internal appeal. Staff will act fairly at all times to assure there is no bias during the resolution process.

An appeal may be withdrawn at any time by the appellant however Ikon reserves the right to continue investigation to satisfy other requirements or protect its own interests.

LOGGING AN APPLICATION

An internal appeal can be initiated by lodging an 'Application for Appeal' with the Grievance Officer via appeals@ikon.edu.au. Applications should be lodged within ten working days of the decision. Applications received later than the prescribed time will be considered in accordance with paragraph 8.3 of the *Grievance & Appeals Policy*.



NOTE: Under the ESOS Act, international students have twenty working days to lodge an appeal against a decision relating to the deferral, suspension or cancellation of their enrolment including the intention to report for unsatisfactory academic progression.

The application should provide clear and detailed information about the matter/decision including the grounds for appeal and the reasons why the decision and/or penalty was unfair. It should also include references to policy and subject outlines (as applicable), and attach evidence to support the claims.

On receipt, a preliminary assessment will determine whether the application meets the grounds for appeal under the *Grievance & Appeals Policy*.

Where there are grounds for appeal, the Grievance Officer will notify the appellant and relevant parties within five days of lodgement, advising the hearing date. Where the application provides new evidence to a formal grievance, the appeal will be referred to the Investigating Officer for reconsideration.

Where the nature of the appeal is outside the scope of the *Grievance & Appeals Policy*, the appeal will be denied and the acknowledgement will explain why the matter cannot be heard.

If the Appeals Panel is unable complete the assessment due to insufficient or vague information, the acknowledgement will outline the areas of ambiguity. The date the additional information is received will be considered the lodgement date.



IMPORTANT: All notifications during the internal appeals process will be sent by email. It is your responsibility to check your email inbox. It is vital you are aware of progress in the event a conciliation meeting is called or additional information is required.

INVESTIGATION & NOTIFICATION OF OUTCOME

An Appeals Panel will conduct the appeal proceedings with consideration for the circumstances of the matter and procedural fairness. The Appeals Panel has the authority to consult with staff, students and other third parties on matters pertaining to the appeal. All parties to the appeal will be provided the opportunity to address the Appeals Panel, and their support person may assist them to state their case.

All reasonable attempts will be made to resolve promptly, within set timeframes, and at the lowest level possible.

The Appeals Panel will make their decision within five working days of the hearing. The Panel may confirm the original decision, vary the original decision or set aside the original decision and make a substitute decision.

In all cases, the appellant and parties to the appeal will be provided a written communication (the Appeal Outcome Letter) advising the outcome, the reasons for the decision and the right to external appeal.

The hearing file will be maintained by the Grievance Officer as part of the formal record of the internal appeal.

APPLICATION FOR APPEAL



A. PERSONAL DETAILS

appeals will be treated with confidentiality at all times; Ikon will accept anonymous submissions however our ability to respond may be limited

Given Name:	Family Name	Student ID (students only)		
Address				
Suburb	State	Postcode		
Mobile	Email			
Relationship to Ikon	Student	Potential Student	Staff	Other

B. APPEAL DETAILS

an internal appeal may be made where there is dissatisfaction with a decision made Ikon; complete the sections below as they relate to your appeal

Course Title	Campus Location
Type of Appeal	Grounds for your appeal
Assessment or grade related decision	New evidence is available that could change the original outcome or decision
Misconduct related decision including plagiarism or cheating	Determination was made without consideration of the evidence or procedural fairness
Subject or course withdrawal decision	Evidence of bias, prejudice or a conflict of interest
Tuition fee refund decision	Compassionate or compelling circumstances
Notice of intention to cancel enrolment	Significant irregularity in the application of a policy, procedure or calculation
Notice of intention to report to Department of Home Affairs	
Other	

Appeals Statement

provide a detailed statement describing the matter, evidence the grounds for appeal, explain how the decision impacted you, reference policy and/or new evidence

APPLICATION FOR APPEAL

Appellant:

Informal Attempts at Resolution

Have you tried to discuss the decision informally?

Yes

No

*if yes, outline the steps taken to review the decision informally, include who you have spoken to and the outcome of your direct approach attempt/s
if no, explain briefly why you have not tried to discuss the decision informally (or why you feel you are unable to approach the person/s involved directly)*

Suggested Solutions for Resolution

provide an outline of what you would consider a satisfactory outcome to your appeal, what solutions do you see as reasonable and acceptable to the problem

C. SUPPORTING EVIDENCE

list all documentation attached as evidence to support of your appeal, and/or the proposed outcomes for resolution for example, but not limited to, relevant correspondence, emails, policy extracts (or references), support letters, witness statements etc.

D. DECLARATION

In signing below, I acknowledge, confirm and accept:

I have read the *Grievance & Appeals Policy* and understand the resolution process for internal appeals.

I believe the information provided is true and accurately represent the facts. I consent and give Ikon permission to contact relevant parties to the appeal to verify the authenticity of my claims and supporting documentation and to seek further information about the originating source to make an informed determination. I understand that I may be asked to provide a more specific consent to disclosure of information should this be required by Ikon, answer questions and/or make myself available to attend a hearing with the Appeals Panel.

It is my responsibility to provide sufficient detail about the appeal and relevant evidence to support my claims. I understand the resolution I am seeking is not guaranteed and that the final determination is bound by legislation, regulatory standards and institutional policy.

Ikon reserves the right to vary or reverse any decision in relation to this appeal on the basis of false or deliberately misleading information. I acknowledge disciplinary action or legal remedy may be taken if I knowingly make frivolous, vexatious, false or misleading claims.



Signature

Name

Date

APPLICATION FOR APPEAL

Appellant:

OFFICE USE ONLY

A. PRELIMINARY ASSESSMENT

Date Received (Lodgement Date)



prescribed timeframe for assessment is 5 days from Lodgement Date

A1. Is the application completed in full with reasonable detail provided?	Yes	No	If 'no' to Questions A1, A2 or A3b, reasons not eligible for investigation; and date application returned to complainant
A2. Is the appeal within the scope of the <i>Grievance & Appeals Policy</i> ?	Yes	No	
A3a. Was the application lodged within the prescribed timeframe?	Yes	No	
A3b. If no, are there extenuating circumstances for late lodgement?	Yes	No	

Appeals Panel Convened (Date)

Appeals Panel

Chair

Acknowledgement Email (Date)

Entry into Grievance Register (Date)

B. INVESTIGATION & DETERMINATION

Investigation

Hearing Date



prescribed timeframe for the investigation is 15 days from the Lodgement Date

B1. Is there sufficient and clear information to conduct a hearing?	Yes	No	If 'yes' to Questions B2, B3 or 'no' to B1 or B4, reasons and date complainant advised
B2. Hearing Conclusion: Need more time to investigate	Yes	No	
B3. Hearing Conclusion: Frivolous, vexatious, unsubstantiated claims	Yes	No	
B4. Hearing Conclusion: Sufficient evidence to make a determination	Yes	No	

Determination & Outcome Notification

Hearing File Received



prescribed timeframe for outcome notification is 20 days from Lodgement Date

Grounds for Determination Bias Policy breach Unreasonable disadvantage Unable to reach determination

Summary of Findings & Resolution (Appeals Outcome Letter Details)

C. NOTIFICATION OF DECISION

Action	Appeals Outcome Letter [Sent]	Appellant Response to Offer of Resolution		Grievance & Appeals Register Updated	Formal Record Filed
Date		Accepted	Declined		



Grievance Officer Signature

Grievance Officer Name

Date