

PROCESS FOR APPEALING AGAINST CONTENT OF AHEGS

1. A student may appeal the content of their Australian Higher Education Graduation Statement (AHEGS) only, where the information specifically pertains to them and they consider that information to be incorrect or incomplete.
2. The appeal must be made in writing and submitted to the Academic Registrar in person or via email to ahegs@uws.edu.au.
3. The Academic Registrar will consider the appeal, investigate the claims and advise the student of their decision within 10 working days of the receipt of the appeal.
4. Where the appeal is upheld, a revised AHEGS will be issued free of charge on return of the incorrect AHEGS.
5. If an appeal is unsuccessful, the Academic Registrar will explain the reason in writing.
6. Students have the option of following the Complaints Resolution Process if they consider that the outcome is unsatisfactory.

Academic Registrar's Office
July 2012