

Formal Internal Avenue - Appeals Checklist

Task	Response	Where to Next
Does the appeal relate to a determination arising out of a Local Investigation or an Independent Internal Investigation?	Local Investigation	An appeal can be lodged on the basis that there has been a breach of procedural fairness, compliance or authority to act, or where substantial new evidence is now available. Proceed to next task.
	Independent Internal Investigation	An appeal can be lodged on the basis that substantial new evidence is now available. Proceed to next task.
Are you eligible to appeal the determination in accordance with the criteria explained above?	Unsure	Seek advice from the Complaint Resolution Unit.
	No	Internal Complaint Resolution Avenues Exhausted.
	Yes	Proceed to next task.
Are you appealing a determination arising out of a Local Investigation or an Independent Internal Investigation?	Local Investigation	Lodge a written appeal with the Complaint Resolution Unit within 21 days of receiving notification of the determination. Explain the basis for the appeal (e.g. breach / new evidence). Indicate if there are any pressing time constraints that require the appeal to be expedited. If so, indicate if you would like the appeal heard via an Independent Internal Investigation.
	Independent Internal Investigation	Lodge a written appeal with the Complaint Resolution Unit within 21 days of receiving notification of the determination. Explain the new evidence on which the appeal is being based. Where possible, lodge a copy of this evidence with the appeal.

		Indicate if there are any pressing time constraints that require the appeal to be expedited.
Conduct of Appeals	N/A	N/A
Is the appeal related to a determination arising out of a Local Investigation or an Independent Internal Investigation?	Local Investigation	<p>The appeal will normally be heard by the next most senior officer within the relevant unit, unless an exception has been granted due to pressing time constraints, in which case the matter may be heard using an Independent Internal Investigation.</p> <p>The appeal will be considered on process, in accordance with the Formal Internal Avenue Investigation Procedures.</p>
	Independent Internal Investigation	<p>The appeal will be heard using an Independent Internal Investigation.</p> <p>The appeal will be considered on process, in accordance with the Formal Internal Avenue Investigation Procedures.</p> <p>Once an appeal has been heard using an Independent Internal Investigation, no subsequent appeal can be heard at the local level.</p>