

1. All appeals will be investigated thoroughly in accordance with company policies and the principles of natural justice.
2. All appeals will be handled professionally and confidentially and will be managed fairly and equitably.
3. Submission, investigation and decision on appeals shall not result in any discriminatory actions against the appellant.
4. AUSTSWIM shall be responsible for all decisions at all levels of the appeals-handling process.
5. Chairman/Chief Executive Officer to ensure that, if applicable, appropriate corrections and corrective actions are taken.
6. All appeals shall be filed at AUSTSWIM's head office with relevant documentation (base appeal documents, actions taken, conclusions made etc).
7. Appeals regarding AUSTSWIM Teacher License matters – refer to AUSTSWIM Teacher Code of Behaviour policy.

Appealing and Reviewing Procedure

1. Appeals should be lodged in writing.
2. The written appeal must request to the AUSTSWIM Chairman or Chief Executive Officer to appeal the decision of a Review Panel/Manager:
 - state the ground(s) for appeal;
 - detail, and where appropriate provide relevant evidence relating to the ground(s) for appeal as to enable the appeal committee to prepare for the appeal hearing;
 - where available, attach relevant documentation (note: failure to present the evidence claimed in the written appeal letter at the appeal hearing may affect the outcome of the hearing by the appeal committee);
 - if applicable, state the procedural irregularity and as far as possible how this has affected the outcome of the initial review; and
 - clearly state the sought outcome.
1. Chairman/Chief Executive Officer, or nominee, will acknowledge the notice of appeal within seven working days of receipt. Progress letters to follow where applicable.
2. Chairman/Chief Executive Officer will consider whether grounds for appeal have been demonstrated.
3. An appointment will be made by the AUSTSWIM Chairman or Chief Executive Officer of a three member Appeals Committee, made up of AUSTSWIM teachers who are not AUSTSWIM Board or Council members, will review the complaint and make a recommendation concerning the actions taken. Decision-making personnel engaged in the appeals-handling process will be different from those who were involved in the decision being appealed.
4. AUSTSWIM will give formal notice to the appellant at the end of the appeals-handling process stating the final outcome.