# Appeal or complaint?

Related articles:

* [Academic appeals for coursework students](https://supra.net.au/cpt_helps/academic-appeals/)
* [Making a complaint](https://supra.net.au/cpt_helps/making-a-complaint/)

## What is the difference between an academic appeal and a complaint?

There are important differences between an academic appeal and a complaint.

### Academic appeals

An **academic appeal** allows you to raise concerns over:

* a specific academic decision
* a breach in due process in making an academic decision.

For example, you may submit an appeal against a grade for an assessment, or a special consideration application outcome. [Read the University’s information about appeals](https://www.sydney.edu.au/students/academic-appeals.html).

Serious concerns with course content, or exam conditions or format, for example, can be included in a stage 1 appeal if you can clearly show how these issues impacted your grade for the assessment.

### Complaints

A **complaint** is a way to raise an issue with the faculty or the University over matters such as:

* discrimination
* harassment
* bullying
* the quality of teaching or assessment.

**You have 12 months after the date of the incident to lodge a complaint.** [Read the University’s information on complaints.](https://www.sydney.edu.au/students/complaints.html)

**A complaint is not the appropriate process to change or challenge your grade.**

If you do not want to challenge your grade, but you want to raise issues, it is your right to make a complaint to the faculty or to the University via the Student Affairs Unit.

### Appeal and complaint

**If you submit both an appeal and a complaint for the same unit of study, at the same time** – whether to the faculty or the University – there are important procedural matters to be considered. Your appeal will not be considered until the complaint is resolved. This means a complaint may delay the release of your results, or your ability to graduate.

If you want to understand more about academic appeals or complaints, [contact us for help](https://supra.net.au/contact/).

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