AMEB Victoria
www.ameb.vic.edu.au

Complaints and Appeals Policy

Version: 1

1. Objectives

1.1 The objective of this policy is to define the Australian Music Examinations Board (Vic) Ltd ('AMEB Victoria') framework for responding to formal complaints and appeals.

2. Scope

2.1 This policy applies to all candidates and enrollers of AMEB Victoria.

3. Definitions

3.1 **Complaints** can be lodged regarding any aspect of AMEB Victoria's activities but will not result in a change to an exam result.

3.2 **Appeals** can only be lodged where a candidate's exam result may have been adversely affected by an examiner error or an error in exam procedure. A successful appeal may result in a change to an exam result.

4. Policy

4.1 A complaint can be lodged at any time, but where a complaint / or appeal concerns an exam, it must be lodged within ten business days of the result being posted on *AMEB Connect.* AMEB Victoria reserves the right to review all complaints and appeals for indicators of Artificial Intelligence(AI) generation. Any complaint or appeal found, or reasonably suspected to contain AI-generated components cannot be accepted.

4.2 Complaints or appeals must be lodged in writing and the grounds for appeal, if applicable, should be clearly stated. The request will normally be acknowledged within two business days of receipt.

4.3 AMEB Victoria will follow agreed procedures for the management of complaints and appeals and will endeavour to resolve any issues that are brought to its attention. After consultation with AMEB examiners, supervisors and administrators, as appropriate, and due consideration of the issues raised, a written response will be provided. This will usually be provided within four weeks of receipt of the request.

4.4 Complaints and appeals concerning video exams will be administered in the same way as for face-to-face exams. To ensure fairness and equity, videos will not be re-watched as part of a complaint or appeal.

4.5 AMEB Victoria's policy and procedures for appeals apply only to AMEB exams conducted in Victoria up to and including Associate Diploma level. Appeals relating to Licentiate and Fellowship Diploma exams are the jurisdiction of the Federal Board and further information can be found here https://www.ameb.edu.au/regulations/policies.

5. Complaints

5.1 Complaints should be submitted to the General Manager.

5.2 Where the complaint relates to the conduct of an exam, the venue supervisor and / or examiner shall be consulted, as appropriate. Issues which require further consideration may be referred by the General Manager to the Examinations Advisory Committee and / or the Board of Directors.

5.3 The General Manager will consider the complaint and respond to the complainant in writing.

6. Appeals against Practical Examination Results

6.1 Appeals should be submitted to the General Manager within ten business days of the result being posted on AMEB Connect.

6.2 Appeals shall be considered only in cases where it is claimed that there was:

- a procedural error on the part of the examiner(s), or
- a grading error, where there is a clear discrepancy between the examiner's written comments and the result awarded, in relation to the published criteria, or
- a direct and substantially adverse effect on the candidate's performance caused by the exam studio facilities.

6.3 Appeals shall not be accepted where the appeal:

- questions the grade awarded, without any relevant grounds, or
- questions the academic or artistic judgement of the examiner(s), or
- compares the result with that of another candidate, or
- compares the candidate's result with a previous exam undertaken by that candidate, or
- references non-AMEB exam performances, including school performances, eisteddfods, etc, or
- references another person's opinion of the candidate's standard.

6.4 The General Manager will determine if the appeal meets the grounds for an appeal. If the appeal meets the grounds for an appeal, a decision on the appeal will be reached after consulting the examiner(s) and will be communicated to the appellant.

6.5 If the appeal is rejected by the General Manager, a second level of appeal shall be to the Chair of the Examinations Advisory Committee. A fee will be payable.

6.6 If the Chair of the Examinations Advisory Committee rejects the appeal, a final level of appeal shall be to the Chair of the Board of Directors. A further fee will be payable, and no further appeal shall be possible.

6.7 If the appeal is upheld, AMEB Victoria will determine the appropriate outcome. In the case of a grading error or an adverse impact on the candidate's performance caused by an issue with the exam studio facilities, a complimentary re-examination within the next twelve months would normally be offered. In the case of a procedural error this may result a complimentary re-examination may take place within the next twelve months. Only in exceptional circumstances would a successful appeal result in a change of grading and normally not more than the adjustment

of a half a grading upwards. Following a successful appeal, any appeal fee paid will be refunded in full.

6.8 The decision of AMEB Victoria is final. No further correspondence will be entered into.

7. Appeals against Written Examination Results

7.1 A request may be made to the General Manager for a written exam to be remarked. A review fee of 75% of the original exam fee will be payable.

7.2 Appeals shall be considered only in cases where it is claimed that there was:

- an error in a question or an ambiguity that prevents the question from being answered, which affects the outcome of the exam, or
- errors in procedure.

7.3 Online written exams are administered by the AMEB Federal Office, and the appeals process involves initial review by a different examiner, with possibility of further review by the Head of Examining. If any revised mark is higher than the original mark, the review fee will be refunded. Further details can be found here https://score.ameb.edu.au/page/exam-policy.

7.4 Appeals related to paper-based written exams will be reviewed by the Chair of the State Specialist Advisory Panel for Theory, Musicianship and Music Craft or their appointed representative. A written report will be provided, and the result may be adjusted. Any revised result will be entered into the official records. If the revised mark is higher than the original mark, the review fee will be refunded.

8. Information

Approval date	30 October 2026
Effective date	30 October 2026
Document author	General Manager
Document approver	Board of Directors
Distribution	Internal: All staff members, including employees, volunteers, board/committee members. External: Available on company website.

9. Approval and review

Version	Approved by	Approval Date	Effective Date	Review Date	Sections Modified
1	Board of Directors	30 May 2025	30 May 2025	May 2027	New policy
2	Board of Directors	30 October 2026	2 November 2026	May 2027	4.1