Scope
These procedures apply to domestic students who would like to request a review of a decision made in relation to the re-credit of their FEE-HELP or VET FEE-HELP/VET Student Loan debt or balance.

Process

| Step 1 | A student who is dissatisfied with a determination about:  
| - a remission of a FEE-HELP, VET FEE-HELP or VET Student Loan liability, and  
| - re-credit of FEE-HELP, VET FEE-HELP or VET Student Loan balance, and  
| - wishes to seek a review of the determination from the Review Officer (Chief Customer Officer)  
| must do so in writing within 28 calendar days of the receipt of the original decision. This will be emailed to academicservices@think.edu.au.  
| - the date of the original decision  
| - the reasons for applying for the review  
| - additional relevant evidence (must be original or certified documents). |

| Step 2 | The Review Officer will send a written Notice of Receipt to the student within three working days. |

| Step 3 | The Review Officer will provide a decision to the student in writing, including reasons for the decision within the timelines advised in the Notice of Receipt. The decision will advise the student they have the right to request a review of the decision to the Administrative Appeals Tribunal. Further information will be available at http://www.aat.gov.au/. |