

# Review of Decisions Process

**DECISION MADE**  
Applicant dissatisfied with the decision

Is the decision a reviewable decision under legislation?  
(Refer to Attachment A in Review of Decisions Policy)

Yes

No

Was the decision made personally by the Minister or Director-General?

Yes

Consider other complaints resolution processes:

- EDU Complaints Policy
- ACT Human Rights Commission
- ACT Ombudsman
- Office of Australian Information Commissioner

No

Was the decision made by a delegate of the Director-General?

Apply to decision-maker for internal review  
(Within 28 days after day decision is made)

Internal Reviewer appointed

Internal reviewer will consider all relevant factors and either:

- Confirm the decision
- Vary the decision
- Set aside the decision and substitute their own decision  
(Within 28 days after days of request for internal review)

Apply to ACT Civil and Administrative Tribunal (ACAT) for external review  
(Within 28 days after day decision is made)

No

Applicant satisfied with internal review outcome?

Yes