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Complaints, Reviews, Appeals and Misconduct (CRAM) Management



12 September 2025



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What is **CRAM**?

- At Swinburne, we welcome students feedback to ensure that students are provided with positive educational experience.

Roles of CRAM

Adjudicator between the complainant and the complaine

Ensuring complaints, reviews and appeals are well rectified without further damage

Undertaking investigation processes ethically

To uphold standard and ensuring integrity in handling misconduct



Types of Complaint



Welfare and Well-Being Support

Safety and health, security, facilities and services, data protection and etc.



Internal Communities Behaviors – General Misconduct

Bully, discrimination, harassment, vandalism and etc. At this stage



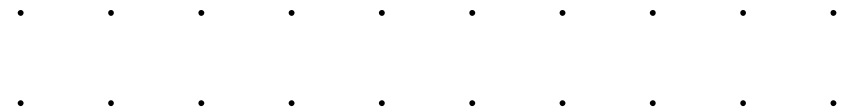
Academic and Course Related

Academic quality, misleading or discrepancies of info, enrolled into a program unwillingly and etc.



Exams and Assessments Related – Academic Misconduct

Inequitable in marking or assessing the assessments, works plagiarized without consent and etc



How to lodge a formal complaint to the University?

1. Local Resolution

- Resolving your issue/dissatisfaction with the relevant unit in charge.
This stage can be by-passed for sensitive issue
- SATISFIED with Local Resolution outcome? Issues resolved. END.
- NOT SATISFIED with Local Resolution outcome? Proceed to lodge Formal Complaint to CRAM.

2. Formal Complaint

- Your complaint will be processed according to our [Complaint Management Guideline](#).



Submitting Formal Complaint

Formal complaints to be submitted through Swinburne Sarawak online complaint form.

1. Please include your relevant personal details in the form, and any supporting documents/evidence related to your issue.
2. Try to explain your complaint clearly and concisely. Focus on the goal of resolving your issue.

A formal complaint can take up to **21 working days** (or more) to be investigated and resolved.

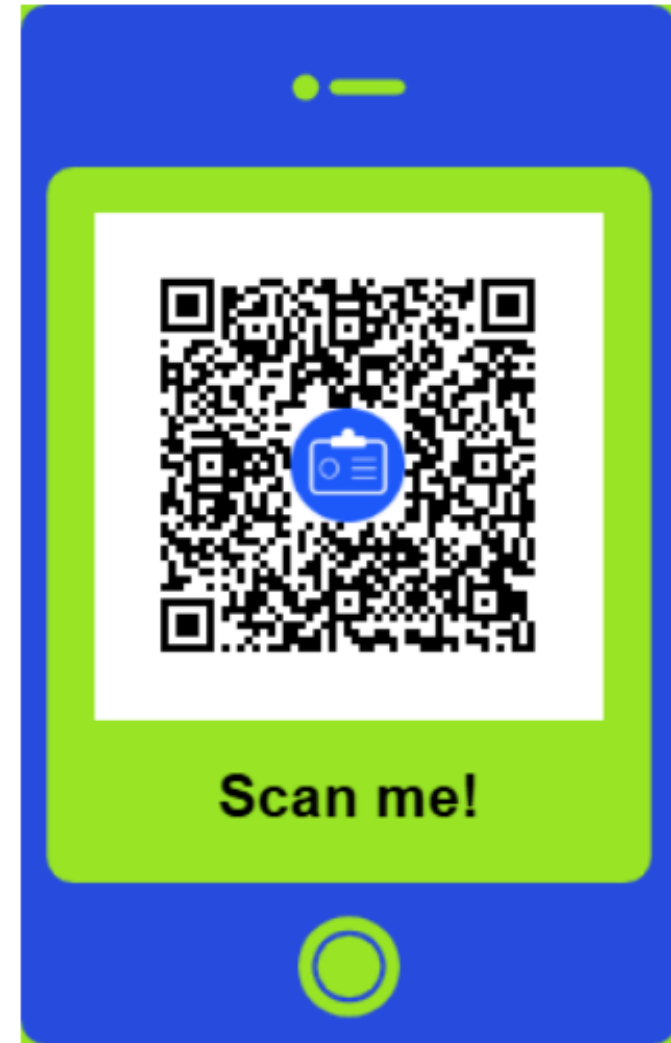


Application for Review

You may apply to review University decisions.

How does it work?

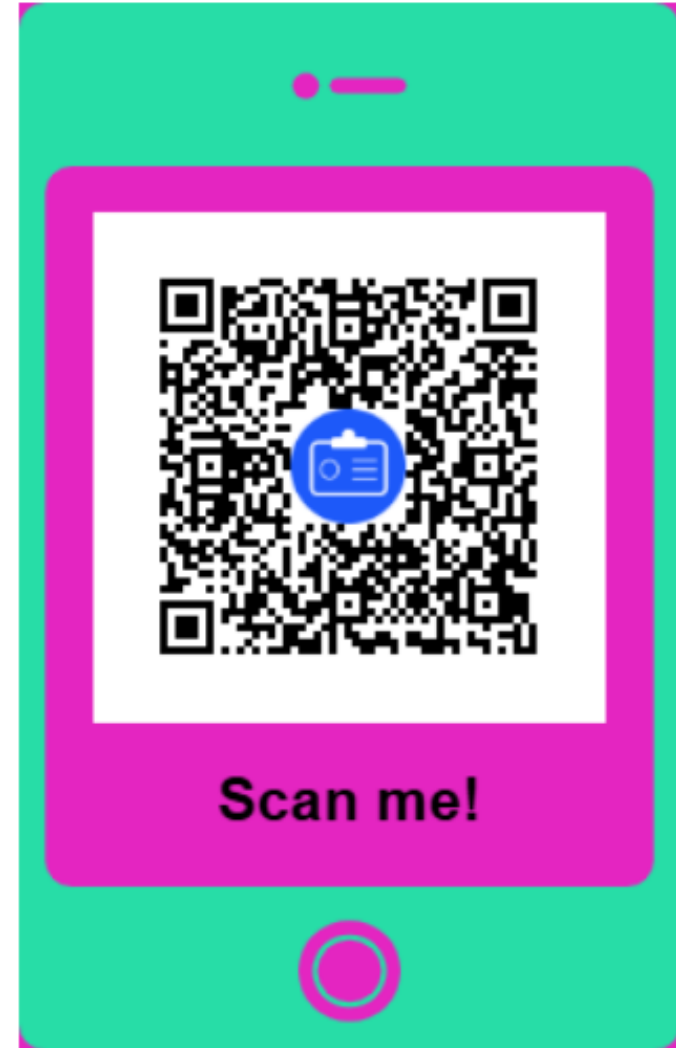
- You received an outcome or a decision from the University but not satisfied with it. You may request to review the decision.
- Examples of reviewable decisions:
 - ☐ *General and Academic Misconduct decision*
 - ☐ *Formal Complaint outcome*
 - ☐ *Student Unsatisfactory Progress decision*



Application for Appeal

You can apply for an appeal of a University decision if:

- you have received a Review Outcome and are dissatisfied with the decision.
- you apply within 21 working days of receiving notice of the review decision.
- you have one or more grounds for appeal.



Student Misconduct Regulations, Possible Sanction and Academic Misconduct Breach Types and Definitions



Academic Misconduct



General Misconduct



Understanding what Suspension and Exclusion means



Academic Misconduct Breach Types and Definitions

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Academic Integrity



The moral code or ethical policy of academia.

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What is Academic Integrity?

Why is it important?

How can you behave with
Academic Integrity?






Academic Integrity Training Module



(AIM)

This module is automatically registered in your program during your first semester. You are required to complete it.

- In this module, you were given an **Academic Integrity Quiz**.
- Complete the quiz and **correctly answer three questions**. Note the following:
 -  There is a mixture of multiple choice, true/false and matching questions.
 -  Your questions will be chosen randomly from a bank of questions, so each time you do the activity you will receive different questions.
 -  You are **allowed multiple attempts**.

Marks	Grade Letter	Remarks
90% - 100%	COMP	Completed
0% - 89%	NCOM	Not Complete

Want to understand more about CRAM?

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