



Appeal guide

Prepare a focused account of a material factual or procedural error in your decision. An appeal is free.

Identify the grounds

An appeal may concern a factual mistake, relevant material already supplied but overlooked, misapplication of the criteria, an undisclosed conflict or a material procedural failure. Explain how the alleged error could affect the decision; disagreement with the result alone is insufficient.

Organise your submission

Field	What to provide
Original decision	Entry reference and actual decision date
Finding challenged	The exact statement or criterion involved
Alleged error	The specific factual or procedural issue
Original evidence	File and page references already supplied
Effect on the decision	Why correcting the issue could matter
Requested correction	The outcome or reconsideration sought

Check before sending

- Submit within 30 calendar days of decision notification.
- Explain any exceptional reason for a late request.
- Keep the material related to the stated grounds.
- Use the appeal link in your account decision.

How the appeal is considered

An unconflicted person independent of the original decision-makers checks the grounds and assigns appropriate expertise. Original reviewers can be asked for an explanation but cannot decide the appeal. You receive the outcome and reasons, including any effect on the award record.

New material or a changed product

Evidence created after the original decision, a changed formulation or a substantially broader claim normally belongs in a new or revised application. The appeal examines the stated error in the original decision.

Next steps

[Read the appeals policy](#)

[Open your account](#)