

## Concerns about accredited programs

The Australian Psychology Accreditation Council Limited (APAC) is the independent quality and standards organisation, appointed by the Psychology Board of Australia as the higher education accreditation authority for the psychology profession in Australia.

This form is for a student, staff member, a placement supervisor or an officer of an education provider or an external party to raise a concern regarding an APAC accredited program. APAC will only consider and investigate concerns about an APAC accredited program which meets the definition of a *systemic complaint*. As defined in the [Complaints handling policy](#), a systemic complaint is information that may evidence a systemic matter that could signify a failure of an APAC accredited program or provider to meet one or more of the [Accreditation Standards for Psychology Programs \(2019\)](#).

It's important to note that in many instances APAC is not the appropriate body to investigate a complaint or grievance and concerns relating to personal complaints and/or Registered Health Practitioners cannot be addressed by APAC. Students seeking to have a matter investigated and addressed to bring about a change to their personal situation, including matters such as admission and selection, recognition of prior learning/experience, placement allocation, assessment outcomes, or dismissal from training will not be considered by APAC. In such instances, APAC advises students to use the formal grievance procedures established by the education provider or please contact the [Australian Health Practitioner Regulator Agency](#) for any concerns about a health practitioner.

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### Contact details

Please provide your contact details\* so that APAC can respond to your concern.

Name

e-mail

Telephone

**\*APAC is unable to investigate an anonymous concern but may respect a request for confidentiality if one is made at the time of the notification, in so far as is possible given the requirements of the law relating to procedural fairness.**

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### Details of your concern about an APAC accredited program

Please provide the following details that relate to the education provider and/or APAC accredited program, outlining the details of any potential non-compliance against relevant Accreditation Standards.

Name of education provider

APAC accredited program

Graduate competency level

Description of the concern  
(please attach additional pages as required)

Evidence included  **detailing how this program may not meet the following Accreditation Standards:**

Standard 1    Standard 2    Standard 3    Standard 4    Standard 5