

MAKING A COMPLAINT

1. Student Services is the **main point** of contact for all student-related matters; including Complaints about an Individual, the Facilities, Fees & Refunds, Welfare Services or Student Enrolment.
2. If you have any **Academic complaints** please speak with your class teacher, the Director of Curriculum or the Headmaster first.
3. If your problem remains unsolved, you may ask to make a **formal written complaint**.
4. **Complaint forms** are available from the Student Services Officer or any Receptionist and needs to be lodged with Student Services.
5. If the issue is not resolved you may speak to the **Overseas Student Ombudsman** or **Australian Council for Private Education and Training (ACPET)**.

The independent mediators are:

International Students Only	Domestic Students Only
<p>Overseas Student Ombudsman</p> <p>Tel: 1300 362 072</p> <p>www.oso.gov.au</p> <p>Overseas Students Ombudsman, GPO Box 442, Canberra ACT 2601</p> <p>Tel: 1300 362 072 or Email: ombudsman@ombudsman.gov.au.</p> <p>The Overseas Students Ombudsman is a free and independent service.</p>	<p>Australian Council for Private Education and Training (ACPET)</p> <p>Tel: (03) 9412 5900</p> <p>acpet@acpet.edu.au</p> <p>http://www.acpet.edu.au/contact/</p>

For complaints relating to consumer satisfaction, contact the **Department of Fair Trading**:

Postal address

NSW Fair Trading
PO Box 972
Parramatta 2124
Phone: 9895 0111

Making an Appeal

1. You may wish to appeal the school's decision about any part your enrolment at MGS.
2. To make an appeal ask the Student Services Officer or a Receptionist for the **Appeals Form**.
3. You must attach your **evidence** with the form. Your evidence must meet the Grounds for Appeal as listed in the **Complaints and Appeals policy** on the MGS website.
4. You must lodge your appeal with Student Services.
5. You may be asked to come to a meeting to discuss your Appeal and you may bring along a support person of your choice.
6. At the meeting some notes will be taken.
7. If you do not come to the meeting a decision will be made without you
8. You will be sent a letter of the decision which will also be placed on your student file.
9. You may make an **external appeal** to the **Overseas Student Ombudsman** or **Australian Council for Private Education and Training (ACPET)** at any stage – during the appeal process or after the school has written to you of its final decision.

PLEASE NOTE :

- MGS will commence the processing of complaints and appeals within 10 days of formal lodgement.
- The full complaints and appeals policy is available on request from Student Services and is located on the MGS website
- The student has the right to be represented by a nominee at any stage of the process

“IF YOU HAVE A PROBLEM, WE WANT TO HELP YOU!!”

Please Contact:

**CURRENT & FURTHER
STUDIES**

Director of Curriculum

STUDENT FEES

Accountant

PROBLEM?

ACCOMMODATION

Admission & Welfare Team

ENROLMENT

**Admission & Welfare
Team**



STUDENT SERVICES

**Student Services
Officers**

CAREERS ADVICE

Director of Curriculum

Revision History

Rev.	Date	Description of modifications
1	24/05/2012	Initial Policy developed
2	03/09/2013	Changed Student Services Officer
3	03/06/2014	Changed Student Services Officers' name
4	15/05/2023	Updated Contact Details