



1.0 Purpose

Macquarie Grammar School provides both formal and informal mechanisms to facilitate communication between those with an interest in a student’s education and wellbeing. Formal communication includes a newsletter that is produced each month, Parent or Guardian/Student/Teacher meetings each term, written reports produced each Term and parent information evenings. Informal communication includes the use of the student’s Diary and contact between parents and teachers via telephone or email, to discuss particular issues or concerns related to the student. Macquarie Grammar School is committed to the development and maintenance of positive relationships among all members of the school community and to the timely resolution of any grievance that may arise.

2.0 Complaints and Grievances Procedures

Inquiries should be directed to the appropriate staff member as per the following list. If the grievance concerns a staff member or it is believed that the issue has not been dealt with expeditiously by that staff member, then the issue is raised with a more senior person. These processes for dealing with every situation will incorporate, as appropriate, principles of procedural fairness.

3.0 Update

The Student Contact Details Form (**253-FM-MGS Student and Parent/Guardian Contact Details Form**) is updated and checked by each Tutor/Home Room Teacher with the student at the commencement of each Term.

The following list indicates the persons to be contacted for different issues by email or call 8228 3022.

For issues related to:		Contact:
Full School	Concerns of a serious nature; student absence for an extended period	Director of Welfare and Operations
	Enrolment, Overseas students, Scholarship applications, holidays, alumni, change of address	Admissions Officer enrolments@mgs.edu.au
	Medical, counselling issues	Director of Welfare and Operations j.sun@mgs.edu.au
	Facilities	Director of Curriculum and Compliance a.alexandru@mgs.edu.au
	Financial issues	Accounts Manager finance@mgs.edu.au
	Intranet and electronic communication	IT Administrator ithelpdesk@mgs.edu.au
	Absence	Student Services Officer sso@mgs.edu.au
	Accommodation, change of address	Admissions Officer sso@mgs.edu.au
	Uniforms and text book purchases	Student Services Officer
Senior School	Curriculum, academic progress reporting, subject selection, timetable	Director of Curriculum and Compliance
All Students	Special academic needs of students	Director of Curriculum and Compliance

4.0 Revision History

Review Date: March 2023

Rev.	Date	Description of modifications
1	22/05/2007	Original Policy Draft
2	06/08/2008	MEGA replaced with MGS
3	26/06/2012	Insert 3.0; update the list of persons to be contacted
4	14/06/2013	Details of how to raise a concern
5	30/03/2016	Role Descriptions and Procedures

Rev.	Date	Description of modifications
6	18/03/2018	Update Terminology, Titles, Role Descriptions and Procedures
7	22/03/2023	Review of Titles, Role Descriptions and Procedures