

COMPLAINTS AND APPEALS POLICY

If you disagree or are unsatisfied with Milner College, you are able to appeal or lodge a complaint.

If you want to complain / appeal:

1. Most complaints can be dealt with by talking to the correct staff member at Milner College. These could be your Teacher, the Registrar, the Student Services Officer, the Director of Studies, or the Director Warren Milner
2. If you wish to make an official complaint please email us within **20 working days** at: reception@milner.wa.edu.au. Appeals after this time will not be considered
3. Please support your appeal with documentation. For example, doctor's certificates, police reports, etc.
4. Milner College will assess your complaint or appeal within 10 working days

If you are still unsatisfied, you can make a formal complaint by contacting:

1. The D.E.S Conciliator at the Department of Education Services (DES)
Phone: (08) 9441 1900 Email: des@des.wa.gov.au
2. The Overseas Students Ombudsman (OSO). The OSO is free and independent.
Complete an on-line form at www.ombudsman.gov.au
3. A lawyer to seek legal redress in the courts. If you choose this option, you cannot go back to the DES Conciliator or OSO