



2.13. Feedback, Complaints and Appeals (Standards 2.7 & 2.8)

Standard 2.7: Feedback and complaints management addresses concerns and informs continuous improvement.
Standard 2.8: Effective appeal processes are available to VET students where decisions adversely affect them.

2.13.1 Policy Statement

MACI operates a fair, transparent and accessible feedback, complaints and appeals system. Students are actively supported to provide feedback and raise concerns without fear of reprisal. All complaints and appeals are managed with procedural fairness for all parties. This system covers MACI, any third parties delivering services on MACI's behalf, and any person employed or contracted by MACI. Information about this process is publicly available on the MACI website and in the Student Handbook.

2.13.2 Complaints Procedure

- 1 Informal resolution**
Raise concerns informally with your trainer, Student Support Officer, or Academic Manager. Most concerns can be resolved quickly at this stage.
- 2 Formal complaint**
If not resolved informally, complete and submit a Complaints and Appeals Form to the Student Support Officer. Forms are available from reception, the Student Support Officer, and on the MACI website.
- 3 Acknowledgement**
MACI acknowledges receipt in writing within 5 business days, including a reference number and expected resolution timeframe.
- 4 Investigation**
An impartial investigation is conducted including review of evidence and the opportunity for all parties to respond. Procedural fairness is applied throughout.
- 5 Outcome**
A written outcome is provided to all parties within 20 business days of receipt of the formal complaint, including findings, reasons, and any remedial actions.
- 6 Internal appeal**
If unsatisfied, the student may appeal to the CEO in writing within 10 business days. The CEO provides a final internal decision within 10 business days.
- 7 External review**
If still unresolved, students may access independent external review at no cost.



Student Type	External Body	Contact
International students	Overseas Students Ombudsman (OSO)	ombudsman.gov.au 1300 362 072
Domestic students	Commonwealth Ombudsman (private RTOs) or relevant State VET regulator	ombudsman.gov.au 1300 362 072
All ASQA-regulated RTOs	Australian Skills Quality Authority (ASQA)	asqa.gov.au/complaints 1300 644 844

For matters relating to PRISMS reporting (unsatisfactory course progress, attendance, non-payment of fees): a formal internal appeal must be lodged within 20 working days of notification of the intention to report. The student's enrolment remains active while the appeal process is underway. MACI does not report to DHA until all appeal avenues have been exhausted or the student has declined to exercise them.