



Mercury Colleges

Sydney CBD Campus: Level 1,2,5&7, 245 Castlereagh Street, Sydney NSW 2000
Email: info@mercurycolleges.nsw.edu.au Tel: +61 2 8211 1128
CRICOS Provider Number: 00172B | National Provider Number: 0872

COMPLAINTS & APPEALS FORM

Student Name:	
Student I.D.:	
Student Date of Birth:	

List course(s) you are enrolled in	
------------------------------------	--

ARE YOU MAKING
A COMPLAINT OR APPEAL:

COMPLAINT

APPEAL

Give details and attach relevant documents, e.g. medical certificates, air tickets, a death certificate.

--

What outcomes do you expect as a result of making this complaint/appeal?
Do you have any suggestions for resolving this complaint/appeal?

--

AUTHORISATION

Please tick the relevant boxes and sign below.

YES

NO

I confirm that I have attempted to follow Mercury Colleges informal Complaints & Appeals procedure before lodging this official Complaint/Appeal.

I authorise Mercury Colleges to proceed with an investigation of my:

COMPLAINT

APPEAL

Student signature

Date

Privacy notice

The information provided on this form will be used by Mercury Colleges to investigate your Complaint/Appeal. Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018.

This form must be submitted either in person to the Student Services Office located on Level 1, 245 Castlereagh St, Sydney NSW 2000, or via email to sso@mercurycolleges.edu.au.

The Complaints and Appeals process is available to prospective, current, and former students of Mercury Colleges.

Mercury Colleges

OFFICE USE

RESULT OF APPLICATION:

APPROVED

NOT APPROVED

Signature Academic Manager

Date

Refer to (Optional)

Counsellor

COUNSELLOR

Comment: