



TRINITY COLLEGE
THE UNIVERSITY OF MELBOURNE

Trinity College Pathways School

Student Complaint Policy

Overview

Trinity College is an affiliated College of the University of Melbourne. The Pathways School consists of the Trinity College Foundation Studies program, the Trinity College Academic English Program, the Young Leaders program and other short programs and conferences.

Trinity College recognises the importance of sound and fair proceedings for you as a student when dealing with complaints. Trinity College upholds and complies with all State and Federal legislation, specifically the requirements of the *Educational Services for Overseas Act 2000*, which mandates the provision of clear avenues for international students for resolving complaints.

Trinity College follows the policy set out below. The intention at all times is to consider a range of options for resolution and to approach the issue in good faith.

Trinity College will follow transparent, fair and timely procedures for addressing complaints in accordance with principles of natural justice, ensuring that all parties are treated equally and fairly.

When you raise a complaint, Trinity College will give you the opportunity to formally present your case and you will not suffer any discrimination or victimisation as a result. If you choose, you can be helped to understand the process by a Student Complaint Officer.

If you raise a complaint about another student (or if a complaint is raised against you), both your enrolments will be maintained while the process is going on, and you will both be able to attend all classes until the matter is determined (unless special circumstances apply).

There will be no cost imposed by Trinity College if you make a complaint in accordance with this policy.

All parties to a complaint must respect privacy and confidentiality, except where the release of particular information is required by law.

Trinity College reserves the right to review and make changes to this Policy from time to time.

Scope

This Policy covers all students studying in the Foundation Studies program, the Academic English Program, Young Leaders Program and other short programs conducted by the Pathways School. It covers issues arising from a student's current or past involvement with Trinity College.

Definitions

Appeal – An appeal is a request for review of the outcome of a complaint.

Complaint – A problem or concern raised by a student who considers they have been wronged because of an action, decision or omission within the control or responsibility of Trinity College or by another student.

Student Complaint Officer – An employee of Trinity College who can assist you to understand the complaints process.

Grounds for complaints

There are two types of complaints:

- Academic
- Non-academic

Grounds for complaint can include the following:

- you have been affected by a decision made by Trinity College without sufficient consideration of facts, evidence or circumstances
- you have been affected by a failure of Trinity College to adhere to appropriate or relevant published policies and procedures
- a penalty applied to you was unduly harsh or inappropriate
- you have been affected by improper or negligent conduct
- you have been affected by unfair treatment, prejudice or bias

Academic complaints

You may raise a complaint in relation to academic decisions, such as:

- decisions by academic staff members affecting an individual or group of students
- the content or structure of academic programs, including the nature of teaching and assessment
- authorship and intellectual property
- quality of teaching.

Non-academic complaints

You may raise a complaint in relation to non-academic issues such as:

- decisions by administrative staff affecting individuals or groups of students
- the standard of service received through Trinity College administration
- the administration of academic policies, procedures and rules of Trinity College
- access to educational resources or facilities
- conduct by another student or staff member including bullying, stalking, harassment, discrimination or sexual harassment as outlined in the Student Code of Conduct and the Staff Code of Conduct.

You may raise a joint complaint where more than one student has been affected, in which case the matter will be considered as one issue. If two or more complaints about the same matter are submitted independently, they may be considered jointly by agreement of all parties concerned.

Timing of complaints

It is in your interest to raise complaints as soon as possible after the event, decision or action takes place.

Whilst Trinity College will take reasonable steps to investigate all complaints, it may not be possible to proceed past preliminary stages where, due to the length of time elapsed since the event, decision or action, there is insufficient information available to enable investigation of the complaint.

Outcome of Complaint

The outcome of the complaint will be determined in accordance with the Code of Conduct. It may still lead to the termination or suspension of your enrolment.

You may appeal the outcome of the complaints process by following the steps outlined in the Student Complaint Procedure which provides for both Internal and External appeals.

Please note that there are a variety of external entities to whom an external appeal can be made, however, Trinity College will act on the outcome of only one external appeals process.

Other Assistance

Please be aware you are able to access outside services for advice and support (such as police or relevant government departments) at any time. Where a cost is associated with this process, this will be undertaken at your own cost.

Trinity College Pathways School Student Complaint Policy	
CRICOS Code	00709G
ABN	39 485 211 746
Date of current revision	January 2019
Document number	Version 8
Topic	Complaint
Review date	November 2020
Business Owner	Dean, Pathways School
Authorising body	Trinity College Board
Audience	Public – Students, parents
Related legislation and government departments	Department of Education and Training (Cth) Department of Home Affairs (Cth) Education Services for Overseas Students Act 2000 (ESOS Act) National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (the National Code) Overseas Students Ombudsman
Related documents	Staff Code of Conduct PS Student Code of Conduct PS Student Complaint Procedure
Notes	Students are bound by all applicable federal and state legislation.
Published	Intranet / Website / Internal