



TRINITY COLLEGE
THE UNIVERSITY OF MELBOURNE

Trinity College Pathways School

Student Complaint Procedure

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.

Scope

This Procedure covers all students studying, or intending to study, in the Trinity College Foundation Studies program, the Trinity College 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.

TCAEP – Trinity College Academic English Program

TCFS – Trinity College Foundation Studies program

Complaint and appeal procedure

If you wish to make a complaint or appeal a decision, you should:

- Read the complaint process as set out below and understand the options for an informal resolution or formal resolution
- Clarify the details and the basis of the complaint – times, dates, places, why you are complaining
- Decide what action you need to take to resolve your concerns
- Approach the Student Complaint Officer for guidance.

Note that you are able to bring a support person with you to any relevant meeting, who may be a friend, relative or fellow student. However, your support person is not able to speak on your behalf.

Step One - Informal resolution

You should try to resolve the matter informally with the person concerned first, as it may be a mistake or a misunderstanding. If you are not comfortable doing this you can proceed directly to Step Two.

Step Two – Seek advice

Speak to the Student Complaint Officer for guidance if Step One does not resolve the situation.

The Student Complaint Officer will:

- advise you on your options
- encourage you to produce a written record of the decision
- acknowledge receipt of your complaint within two working days
- advise you of a proposed process for resolving the complaint
- notify you of your right to be accompanied by a support person at any meetings or discussions
- attempt to clarify with relevant parties what is agreed and where opinions differ.

Step Three - Formal resolution

Prospective students may lodge a written complaint with the Associate Dean, Marketing and Admissions for consideration.

Current and past students may lodge a written complaint with either the Associate Dean, Academic Administration or the Associate Dean, Student Services. They will consider all the evidence as presented.

If you wish to appeal a decision made by either the Associate Dean, Academic Administration or the Associate Dean, Student Services, please go straight to Step 4 – Internal Appeal.

The Associate Dean must:

- acknowledge receipt of the complaint in writing within two working days and indicate when an outcome can be expected.
- recommend any immediate corrective action that needs to be taken before the complaint is investigated.
- independently review the complaint including hearing from all relevant parties and attempt to resolve the problem
- notify you in writing within five working days of the decision being made
- a copy of the outcome of the complaint will be placed on your file.

The Associate Dean may decline to hear a complaint, for example, where a student has repeatedly submitted complaints in relation to the same matter, which have not been upheld or where the complaint is considered to be frivolous or unsubstantiated.

The Associate Dean may undertake an investigation of multiple complaints relating to the same issue.

Depending on the nature of the complaint, the Associate Dean may investigate the matter or choose a more appropriate process.

Step Four – Internal Appeal

If you are not satisfied with the decision made in Step 3, you may appeal within 20 working days of notification of the original decision.

An internal appeal is made by submitting to a Student Complaint Officer, a written statement outlining the grounds on which the appeal is to be based, which may be on one of the three following grounds only:

- That there is new evidence to consider regarding the decision that was made and that this evidence could be reasonably expected to alter the decision
- That the decision was not made according to correct procedure as outlined in the procedure above
- That the matters at one or more of the steps were not heard or decided fairly and on their merits.

The Student Complaint Officer will decide whether a case exists for at least one of the appeal criteria having been met. If the appeal is denied, you will receive a written statement. If the appeal is supported, it will be heard within three working days of lodgement.

The internal appeal will be heard in person by a panel of two persons: the Dean, Pathways School, and one other person. This second person cannot have been involved directly in making earlier decisions regarding the complaint or be the subject of the complaint.

If your appeal is upheld, you will not incur any penalty. Your enrolment will continue, with explanatory documentation recorded on your file.

Appeals should be submitted in writing to tcfsappeals@trinity.unimelb.edu.au.

Step Five - External Appeal

If your appeal is denied, you are entitled to take the matter to independent, external authorities such as the Overseas Student Ombudsman. The web address for the Ombudsman is: <http://www.ombudsman.gov.au/about/overseas-students>. Please note that Trinity College will recognise the outcome of only one external appeals process.

You can also contact the federal Department of Education and Training through the Education Services for Overseas Students Act (ESOS) online enquiry form at <https://international.education.gov.au> or through the ESOS helpline at (02) 6240 5069 or by email at esosmailbox@dest.gov.au.

The Department of Education and Training will only intervene where the Trinity College appeals process was not conducted correctly or if Trinity College did not make the appeals process available to you.

There will be no cost to you for this external process.

Where the external appeal decision is in your favour, Trinity College will advise you immediately. No action disadvantageous to you will be taken until the outcome is determined. Where the appeal is denied, Trinity College will take whatever action is required by the Education Services for Overseas Students (ESOS) Act, the Department of Home Affairs (DHA), or by the various policies and procedures of Trinity College.

Trinity College Pathways School Student Complaint Procedure	
CRICOS Code	00709G
ABN	39 485 211 746
Date of current revision	March 2021
Document number	Student Complaint Procedure
Topic	Complaint
Review date	March 2022
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	Sexual Misconduct Policy Staff Code of Conduct PS Student Complaint Policy PS Student Code of Conduct PS Student Disciplinary Procedure
Notes	Students are bound by all applicable federal and state legislation.
Published	Intranet / Website / Internal