



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,

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 contact the Student Complaint Officer at 0.00000885eyta7

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