



Trinity College Pathways School , Student Complaints and Appeals Policy

Policy Type: Divisional Policy
Policy Number: TCB009
Date Approved: 11 April 2024
Previous Policy: Trinity College Pathways School, Student Complaints Policy
Review Date: 31 January 2027

1 OBJECTIVES

- 1.1 The purpose of this policy is to provide a framework to ensure consistent, sound and fair proceedings for Trinity College Pathway Students when dealing with d [(c)30.7 (ons)9 (i)717hw 9Tj 0.009

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2 SCOPE

- 2.1 This policy applies to the handling of complaints by prospective, current and former Trinity College Pathways School students relating to both academic and non-academic complaints.
- 2.2 This policy should be read in conjunction with the Trinity College Complaints and Appeals Procedure.
- 2.3 Trinity College will respond to any complaint made by a student (prospective, current or former) regarding their dealings with Trinity College, Trinity College registered education agents or any related party Trinity College has an arrangement with to deliver the course or related services.

3 POLICY- COMPLAINTS

- 3.1 Trinity College recognises that students may raise complaints relating to their experience at the College and will investigate and address complaints as a commitment to quality and to fulfil legislative requirements.

Nature of Complaints

Academic Complaints

- 3.2 Students may raise a complaint in relation to academic decisions such as:
 - a) decisions by academic staff members affecting an individual or group of students
 - b) the content or structure of academic programs, including the nature of teaching and assessment
 - c) authorship and intellectual property
 - d) quality of teaching

Non-Academic Complaints

- 3.3 Students may raise complaints or grievances in relation to administrative decisions, including but not limited to:
 - a) decisions by administrative staff affecting individuals or groups of students
 - b) the administration of policies, procedures and rules of Trinity College
 - c) the standard of service received through Trinity College's administration
 - d) access to resources or facilities

- 3.4 Students may raise complaints in relation to misconduct by a Trinity College staff member, which will be managed under the Trinity College Staff Code of Conduct and/or other related policies such as the Child Safe Policy.
- 3.5 Students may raise complaints in relation to misconduct by another student, which will be managed under the Student Code of Conduct and the Student Disciplinary Procedure
- 3.6 Students 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.
- 3.7 Anonymous complaints may be investigated at the discretion of the Dean Pathways School after considering the nature and seriousness of the complaint, whether there is sufficient evidence for an investigation to take place and whether there is a statutory requirement for an investigation.

Grounds for Complaints

3.8 Grounds for complaints can include the following:

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

Communication and Approach

3.9

3.15 Trinity College takes all possible measures to ensure that students can raise complaints without fear of discrimination or victimisation

3.16 Trinity College will maintain the student enrolment during the Complaint and Appeals process unless there are reasonable concerns for the safety of the complainant, students, or staff members.

Lodgement of Notice of Appeal

4.4

6 DEFINITIONS

Complaint: A problem or concern raised by a student (current, prospective or former) who considers that they have been wronged because of an action, decision or omission within the control of Trinity College or by another student.

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

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

Vexatious Complaint: a complaint that has been intentionally fabricated

7 RELATED DOCUMENTS AND LEGISLATION

Related legislation and departments

- x Department of Education and Training (Cth) Department of Home Affairs (Cth)
- x Education Services for Overseas Students Act 2000 (ESOS Act)
- x National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)
- x Commonwealth Ombudsman

Related Documents

Trinity College Pathway School Student Complaint and Appeal Procedure

Trinity College Student Code of Conduct

Trinity College Staff Code of Conduct

Student Disciplinary Procedure

8 POLICY OWNER

The Dean Trinity College Pathway School is responsible for the development, compliance monitoring and review of this Policy and any associated procedures or guidelines.

9 REVIEW

This Policy is to be reviewed by 28 February 2027.

10 VERSION HISTORY

Version	Approved By	Approval Date	Effective Date	Sections Modified
8	Trinity College Board	January 2019	January 2019	
9	Dean Pathways School	12 April 2024	31 January 2027	Moved to new template