

Trinity College Pathways School, Student Complaints and Appeals Procedure

Policy Type: Divisional Procedure

Procedure

Review Date: 31 January 2027

1 OBJECTIVES

1.1 The purpose of this procedure is to provide

Students may also lodge an appeal regarding a decision made by Trinity College within the timeframe specified in the policy. These decisions include but are not limited to: admissions decisions, refunds, release letter decisions, Notices of Intention to Report.

Appeals may be lodged via email to tcfsappeal@trinity.unimelb.edu.au or via the appeal form available on the Trinity College LMS. An internal appeal must include 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 assessed 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.

External Appeal

If your appeal is denied, you are entitled to take the matter to independent, external authorities such as the Commonwealth 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 (HA), or by the various policies and procedures of Trinity College.

4 ROLES AND RESPONSIBILITIES

| Role / Decision / Action | Responsibility | Conditions and limitations |
|--------------------------|----------------|----------------------------|
|--------------------------|----------------|----------------------------|

5 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

6 RELATED DOCUMENTS AND LEGISLATION

Related legislation and 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 Providers of Education and Training to Overseas Students 2018 (the National Code)
- Overseas Students 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

7 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.

8 REVIEW

This Policy is to be reviewed by 31 January 2027.

9 VERSION HISTORY

Version Approved By