



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 and by you. For further information, please contact the Student Complaint Officer on 03 9546 9027 or email sc@trinity.edu.au.

Scope

- 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

| Trinity College Pathways School Student Complaint Policy | |
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| Business Owner | Dean, Pathways School |
| Authorising body | Trinity College Board |
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| Related legislation and government departments | |