

Complaints and Appeals Policy

Version: 1.0

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1. Purpose

This policy sets out the procedures to resolve complaints and appeals at Trinity College Zurich (hereafter 'the College').

2. Scope

This policy is applicable to all past, current and future students of the College.

3. Policy Statement

- 3.1 Any student who is dissatisfied with the actions and/or decisions of the College can lodge a complaint in writing.
- 3.2 Any student who is dissatisfied with the outcome of a complaint can lodge an appeal in writing.
- 3.3 A complaint or appeal must be related to a particular issue, or a set of issues, pertaining a student. Anonymous complaints and appeals will not be accepted.
- 3.4 No cost will incur for lodging a complaint and appeal.
- 3.5 The College will observe the principles of natural justice in resolving a complaint or appeal.
- 3.6 All complaints and appeals will be treated confidentially. Privacy of all parties involved in a complaint or appeal will be maintained.
- 3.7 When a complaint or appeal is related to a staff member, the complaint or appeal will be handled by another staff member. Staff members who have any actual or perceived conflict of interest related to a complaint or appeal must report to the College and refrain from involved in the handling of complaint or appeal.
- 3.8 A student who lodge a complaint or appeal will be notified of the outcome in writing.
- 3.9 A decision made in relation to a complaint or appeal will be documented in student file. Complaints and Appeals records will be maintained for a minimum of five (5) years.

4. Complaint

- 4.1 Before lodging a complaint, a student should have an informal discussion with the relevant staff member with a view to resolve the issue. If the issue cannot be resolved informally, the student will be invited to lodge a complaint to the College in writing.

- 4.2 In the complaint, a student should provide information on the issue including dates, locations, parties involved and witnesses. Relevant documentation should be submitted with the complaint.
- 4.3 A complaint can be made at any time after the occurrence of the action and/or decision pertaining the complaint. However, students are encouraged to lodge the complaint as early as possible.
- 4.4 Once a complaint is received, the College will acknowledge the complaint in writing within seven (7) days.
- 4.5 A decision will generally be made and communicated to the student within twenty-one (21) days after the complaint being acknowledged. If the complaint requires more than twenty-one (21) days to resolve, the student will be informed of the complaint's progress in writing.
- 4.6 All parties will be notified of the outcome of the complaint in writing. The correspondence will also outline the possible avenues of appeal in the event the student is dissatisfied with the outcome.

5. Appeal

- 5.1 If a student is not satisfied with the outcome of a complaint, the student can lodge an appeal to the College in writing. The appeal must be lodged within fourteen (14) days of the outcome of the complaint being communicated to the student. Any supporting document must be submitted at the time when the appeal is lodged.
- 5.2 The time restriction for the lodgement of appeal may be waived at the discretion of the College where there are compassionate or compelling circumstances.
- 5.3 An appeal may be made on the grounds that:
- relevant new evidence is available;
 - the decision was made without due consideration of relevant facts, evidence or circumstances;
 - there was bias, prejudice or a conflict of interest by the staff members who handled the complaint; and/or
 - material policy/procedural irregularity occurred in the handling of complaint.
- 5.4 An appeal will be summarily dismissed if it does not meet the abovementioned grounds.
- 5.5 Once an appeal is received, the College will acknowledge the appeal in writing within seven (7) days.
- 5.6 A decision will generally be made and communicated to the student within twenty-one (21) days after the appeal being acknowledged. If the appeal requires more than twenty-one (21) days to resolve, the student will be informed of the appeal's progress in writing.
- 5.7 All parties will be notified of the outcome of the appeal in writing.