

# Student Complaints and Reviews Policy 2025

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# Part 1 Purpose and application

## 1.1 Purpose

- (1) This policy requires the management and resolution of student complaints and request for academic and administrative (non-academic) review of a Taylors College decision in a way that is clear, fair, and equal for all students taking part in the University of Sydney Preparation Programs (USPPs).
- (2) It provides students with access to internal complaint, and reviews processes to ensure these processes are fair, clear, and aim to address complaints timely and appropriately.

## 1.2 Start date

- (1) This policy commences the day after the day on which it is registered.

## 1.3 Application

- (1) This policy (and its procedures) applies to College-related conduct and reviews by:
  - (a) a student enrolled in the USPPs delivered on behalf of the University of Sydney by Navitas Australia Pty Limited (CRICOS Provider Code: 01682E), trading as Taylors College Sydney (the College);
  - (b) former students enrolled within the two years prior to the complaint being made;
  - (c) Taylors College, including its staff, affiliates, contractors and administrative processes;
  - (d) the College's education agents; and
  - (e) Navitas Australia.
- (2) This policy and procedures do not apply to intending or prospective students. Those wishing to make a complaint should refer to the Admissions Policy and Procedures.
- (3) For Assessment Outcome Reviews, please refer to the Student Assessment policy and its procedures.
- (4) Refer to section 2 of this policy for a summary of the four phases of complaints and review, and when to proceed directly to Phase 3, Internal Review. Refer to Student Complaints and Reviews Procedures, for information about how and where to submit complaints and reviews.

## Part 2 Phases

- (1) There are four phases of complaints and reviews, detailed in Part 2 - Student Complaints and Reviews Procedures:
  - (a) Phase 1: Informal Complaint
  - (b) Phase 2: Formal Complaint
  - (c) Phase 3: Internal Review
  - (d) Phase 4: External Review
- (2) All students can access the process. A student is not required to make an informal complaint before making a formal complaint but is generally encouraged to do so to assist possible early resolution. This does not apply to matters of sexual misconduct or sexual harassment; please refer to the Sexual Misconduct Prevention and Response Policy for the alternative reporting options.
- (3) Internal reviews against a cancellation of enrolment decision, a response to a request by a student to suspend their enrolment, or a non-academic misconduct outcome, will proceed directly to Phase 3, Internal Review. Otherwise, each phase must be completed before escalating to the next phase.
- (4) A student visa holder may lodge an External Review (Phase 4) against a Notice of Intention to Report (NIR) within 10 working days from the date of receipt of receiving an enrolment cancellation.
- (5) If a student who has a University of Sydney course as their Principal Course wishes to lodge a review against a notice refusing their request to transfer to another registered provider's course, they must refer to the University of Sydney Change of Provider Policy 2025. The College does not make decisions on the release of students who have a University of Sydney course as their Principal Course; the College may only make decisions on the release of students who have a USPP as their Principal Course.

## Part 3 Timeliness

- (1) All complaints and reviews should be resolved as promptly as possible.
- (2) Timeframes prescribed in the procedures should be followed unless there are exceptional circumstances.
- (3) If the timeframe is to be exceeded by staff, the student must always be informed of the length of, and the reason for, the delay.

## Part 4 Appropriate confidentiality

- (1) All complaints and reviews must be treated with appropriate confidentiality at all phases in the procedures.

## Part 5 No victimisation

- (1) If a student lodges a complaint or subsequent review under this policy and its procedures, they should feel confident they will be treated respectfully and fairly, and not be disadvantaged in any way, especially by way of subsequent victimisation and/or discrimination.

## Part 6 Procedural fairness

- (1) When the Responsible Officer conducts an assessment, it will be fair, transparent and ensure:
  - (a) When the Responsible Officer conducts an assessment, it will be fair, transparent and ensure:
  - (b) there is proper investigation of the facts and information available.
  - (c) relevant persons are informed of any allegations made against them, as appropriate.
  - (d) all persons involved in a complaint or review are made aware of how to access relevant policies and procedures.
  - (e) relevant parties are heard and those who have had a complaint made against them are given an opportunity to respond before a decision is made.
  - (f) all relevant submissions and any mitigating factors are given due and proper consideration before any decisions are made, or any action is taken.
  - (g) parties are advised that if the complaint is of such a serious nature that disciplinary action may result, then the facts revealed during an investigation into the complaint may be used in any subsequent disciplinary proceedings.
  - (h) there is appropriate evidence to support a decision, and the investigator and/or decision maker is not biased.
- (2) The person raising a complaint or review must be willing to be identified, unless
  - (a) the facts of the matter can be tested fairly.
  - (b) there is independent documentary or other evidence (for example, CCTV footage, online messages) supporting the complaint and the allegation can be tested fairly.
  - (c) it is not necessary for the respondent to be aware of the identity of the complainant in order to properly respond to the complaint; or
  - (d) the matter involves allegations of child abuse.
- (3) If the Responsible Officer is in doubt about the requirements of procedural fairness, advice should be sought from the College Director or delegate.

- (4) If allegations have been made in writing, a copy will be provided to the parties against whom the allegations have been made (unless the allegations relate to child abuse or where legislation provides otherwise).

## Part 7 Support

- (1) Any student involved in this process who requires assistance to participate effectively is encouraged to choose a Support Person who can help them present information. If the student has a special educational need, it may be appropriate that the Support Person speaks on the student's behalf.
- (2) On any occasion when the complaint or review is required to be discussed with staff, the student may choose to be accompanied by a Support Person.
- (3) Students with a complaint about alleged sexual assault or sexual harassment will be offered further support as outlined in the Sexual Misconduct Prevention and Response Policy.

## Part 8 Access to information

- (1) Students have a right of supervised access to all documents concerning their reviews in relation to academic and enrolment issues. This right does not apply to any documents for which the College claims legal professional privilege. In relation to non-academic complaints, students will be provided with sufficient information to understand the nature of the complaint made against them.

## Part 9 Continuation of learning opportunities

- (1) The College must maintain a student's enrolment for all reviews involving cancellation of enrolment decisions, unless:
  - (a) the internal and external complaints processes have been completed, and the breach has been upheld.
  - (b) the student has chosen not to access the internal complaints and reviews process within the 20-working day period.
  - (c) the overseas student has chosen not to access the external complaints and reviews process.
  - (d) the overseas student withdraws from the internal or external reviews process by notifying the registered provider in writing.
- (2) The College reserves the right to decide whether to continue to offer learning opportunities throughout the internal or external complaints and reviews process. The College may decide on a case-by-case basis whether the student will be:
  - (a) permitted to continue to attend classes,
  - (b) excluded from attending classes but permitted to continue to undertake and complete class work (online or outside of the classroom environment), or

- (c) excluded from attending classes, through restrictions on the student's access to College facilities (including buildings, spaces and online facilities).
- (3) The College recognises that decisions to deny learning opportunities to a student, throughout the complaints and reviews process may disadvantage the student in their subsequent studies. The College may at its discretion undertake such action if determined necessary to maintain its duty of care to its students, staff and other stakeholders.

## Part 10 Resolution

- (1) Given the nature of many complaints, the College expects that most concerns will be resolved at an informal level (Phase 1), to promote open discussion, and facilitate resolution.

## Part 11 Cost

- (1) All internal phases of the Student Complaints and Reviews Procedures are free of charge to the student. Students have access to an external review at minimal or no cost. Students choosing to access an external review via an external agency (Phase 4) may have to pay a service fee. The service fee is refunded by the College to the student if the external agency decides in favour of the student.

## Part 12 Withdrawing a Complaint or Internal Review

- (1) A student may withdraw a complaint or internal review at any time by giving written notice to the College Student Records Team. The College, at its own discretion may elect to proceed with a complaint or review.

## Part 13 Records Management

- (1) Records related to this policy will be kept in accordance with the Records Management Policy and Procedures.

## Part 14 Definitions

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**Review**

means the request by a student for a review of a decision made by the College:

- in response to a complaint by the student
- to issue a Notice of Enrolment Cancellation
- to issue an NIR
- in response to a request by a student to suspend their enrolment
- on a grade outcome (refer to Student Assessment policy and its procedures)
- as a result of a misconduct investigation.

**Review Officer**

means the staff member or delegate who investigates and makes a determination on a Review request by a student.

**Appropriate Confidentiality**

means a situation where the Responsible Officer may disclose to another relevant party only as much information as is necessary for the explicit purpose of clarification or assistance to enable the complaints process to proceed.

**Cancellation of enrolment**

means terminating a course enrolment which is initiated by the College (for example, on the basis of student misconduct or due to unsatisfactory course progress).

**College Director**

means the most senior staff member for the College (or their delegate).

**College-related conduct**

means any conduct that is connected to the College, including conduct that:

- refers or relates to the College, its activities, or its staff, affiliates or students in their status as a staff member, affiliate or student of the College;
  - occurs on, or in connection with College premises or College affiliated student accommodation;
  - occurs using, or is facilitated by, College information, communications and technology resources or other College equipment;
  - occurs during, or relates to the performance of duties for the College; and
  - occurs during or in connection to any College related function or event (whether sanctioned or organised by the College or not) or when representing the College in any capacity.
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### **National Student Ombudsman**

means National Student Ombudsman (<https://www.nso.gov.au/>). The National Student Ombudsman works with students and higher education provider to resolve complaints. Students can escalate complaints such as unsatisfactory attendance or course progress, misconduct to the National Student Ombudsman about the actions of their higher education provider.

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### **Complaint**

means a formal or informal statement or expression that something is unsatisfactory or unacceptable. General inquiries, feedback and comments (including on social media sites) will not normally be considered a complaint, unless the College Director deems otherwise.

Complaints may be of an academic or non-academic nature.

Examples of an academic complaint are, but are not limited to matters related to:

- Campus facilities
- the content or structure of education and training programs or quality of teaching.
- Academic Integrity Misconduct

Examples of a non-academic complaint are, but are not limited to, matters related to:

- provision of student support services
- suspension or cancellation for behaviour or administrative issues
- use or misuse of personal information that the provider holds in relation to the student
- exclusions from events and/or facilities
- unfairness and injustice
- bullying
- sexual harassment
- other forms of harassment.

Matters relating to life-threatening incidents will also trigger the Critical Incidents Involving Students Policy and Procedure.

For matters concerning tuition fee refunds or related decisions please refer to the Cancellation and Refund Policy and Procedures.

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### **Complaints Register**

means the official record of complaints and reviews held by the College.

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### **CRICOS**

means Commonwealth Register of Institutions and Courses for Overseas Students.

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### **Delegate**

means a person who has been authorised to perform a specific responsibility.

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<b>Department of Home Affairs (DHA)</b>	means the Australian Government department responsible for issuance of student visa and provision of student visa services ( <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a> ).
<b>Due process</b>	means making decisions according to published College rules, policy, procedure and local provisions, as current at the time the decision was made, or the action was performed.
<b>eCoE</b>	means the electronic Confirmation of Enrolment issued by the University of Sydney to verify a student's enrolment in a USPP course.
<b>Enrolment</b>	means confirmed acceptance into a USPP course where a student is progressing towards the completion of the course requirements.
<b>Internal Review Panel</b>	means a panel of College staff formed to hear student reviews against the outcome of student complaints. The Terms of Reference of the Internal Review Panel are at Appendix A.
<b>International student/overseas student</b>	means a person (whether physically located within or outside Australia) who holds or needs a visa with rights to study in Australia and who has the right to enrol at the College.
<b>(The) National Code</b>	means the National Code of Practice for Providers of Education and Training to Overseas Students 2018 made under subsection 33(1) of the Education Services for Overseas Students (ESOS) Act 2000 (Cth). It outlines nationally consistent standards for the conduct of registered providers and the registration of their programs.
<b>Notice of Intention to Report (NIR)</b>	means the notification from the College to a student, stating the College's intention to report the student to the DHA for not meeting enrolment conditions associated with their student visa.
<b>Notice of Enrolment Cancellation (NEC)</b>	means the notification from the College to a student, stating the College's intention to cancel the student's enrolment for one of the following reasons: <ul style="list-style-type: none"> <li>• unsatisfactory attendance</li> <li>• unsatisfactory course progress</li> <li>• misconduct (academic or non-academic)</li> <li>• non-payment of USPP course fees.</li> </ul>
<b>Principal Course</b>	means the main course of study to be undertaken by an overseas student. If the student visa has been issued for multiple courses of study (a 'package' of courses), the principal course would normally be the final course of study that leads to the highest qualification in the 'package'. Where a student visa has been issued for only one course, that course is the student's principal course of study.

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**Responsible Officer**

means staff member or delegate with responsibility for handling a complaint or review. A Responsible Officer must not review a decision they were involved in making and must occupy a position that is senior or equal to that occupied by any person involved in making the original decision (see Appendix B: College Responsible Officers and External Review Options).

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**Student**

means a person who is currently an enrolled student in a University of Sydney Preparation Program and a person who was enrolled in the two years prior to the complaint being made.

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**Support Person**

means a person who is not directly involved in the complaint such as a friend, counsellor or family member. A support person's role is not to act as a legal representative.

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# Part 15 Notes

## Rescissions and replacements

This document replaces the following, which are rescinded as from the date of commencement of this document:

- (1) Student Complaints and Appeals Policy 2021

### [Insert title of policy and year]

Date adopted	17 September 2025
Date amended	22 July 2025
Approver:	USFP BoS
Owner:	College Director
Review date:	At least once every 5 years from the date of commencement.
Rescinded documents	(1) Student Complaints and Appeals Policy 2021
Related documents	<a href="#"><u>(1) Competition and Consumer Act 2010 (Cth)</u></a> <a href="#"><u>(2) Education Services for Overseas Students (ESOS) Act 2000 (Cth)</u></a> <a href="#"><u>(3) Education Services for Overseas Students Regulations 2019 (Cth)</u></a> <a href="#"><u>(4) Higher Education Standards Framework (Threshold Standards) 2021</u></a> <a href="#"><u>(5) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)</u></a> <a href="#"><u>(6) National Standards for Foundation Programs</u></a> <a href="#"><u>(7) Privacy Act 1988 (Cth)</u></a> <a href="#"><u>(8) Enrolment Cancellation Appeal Form (Phase 3)</u></a> <a href="#"><u>(9) Student Formal Complaint Form (Phase 2)</u></a> <a href="#"><u>(10) Student Internal Appeal Form (Phase 3)</u></a> <a href="#"><u>(11) Child Protection and Safeguarding Policy and Procedures</u></a> <a href="#"><u>(12) Critical Incident Policy and Procedures</u></a> <a href="#"><u>(13) Records Management Policy and Procedures</u></a> <a href="#"><u>(14) Sexual Misconduct Policy and Procedures</u></a> <a href="#"><u>(15) Student Assessment Policy and Procedures</u></a> <a href="#"><u>(16) Student Code of Conduct</u></a> <a href="#"><u>(17) Student Misconduct Policy and Procedures</u></a>

[\(18\) Student Privacy Policy](#)

[\(19\) Student Support Procedures](#)

[\(20\) Student Enrolment Terms and Conditions](#)

## Part 16 Amendment history

Register Version	Approved by	Clause	Amendment	Commenced
V1.0	USFP BoS	Whole document	University of Sydney Policy Template; Flesch-Kincaid Grade Level below 13	25 September 2025
V2.0	USFP BoS	Whole document	<p>Policy name and associated clauses updated from “Appeals” to “Reviews” for non-academic reviews.</p> <p>Appendix B (Academic) added to clarify and distinguish between academic and non-academic complaints and reviews.</p> <p>Removed “Academic Director” from Phase 2 of the appeal process.</p>	05 January 2026

## Part 17 Appendix A (Non-academic)

### (1) Role

- (a) The Internal Review Panel may be formed by the Review Officer at Phase 3 of the internal reviews procedures, for the purpose of making an independent review of a student’s review.

### (2) Functions

- (a) The Panel’s authorities and responsibilities are as follows.
- (b) The Panel:
- (i) investigate, hear, consider and make determinations on reviews made by students against decisions made by the College. This may include consideration of:
    1. examination of relevant academic records, and/or
    2. advice from the Responsible Officer, administrative staff, academic staff or others where the Panel considers this appropriate.
  - (ii) written internal reviews and submissions

- (iii) promote and ensure the application of the principles of procedural fairness and confidentiality in relation to all reviews
- (iv) may invite the student involved to attend any hearing, formally present their review at no cost and be accompanied or assisted by a Support Person nominated by the student, for example, friend, counsellor or family member (but not a legal representative).
- (v) promote quality improvement in policies and procedures related to student complaints and reviews
- (vi) ensure review decision outcomes is made clear whether it has been decided to:
  - 1. confirm the original decision; or
- (vii) vary the original decision, stating the details of the variance; or
- (viii) set the decision aside and substitute a new decision, stating the new decision.
- (ix) determine procedures to govern its own operations.

### (3) **Membership**

- (a) The membership of the Panel shall comprise:
  - (i) Manager of student Engagement and Success (Chair or a nominated person from the below)
  - (ii) An Academic Manager
  - (iii) a senior member of College staff who has not been previously involved in the complaint, invited by the Chair
  - (iv) a member of the Compliance team.
- (b) Any member of the Panel shall be obliged to declare any interest in any matter before the Committee and may then be required to withdraw from that meeting at the request of other members of the Committee.
- (c) In the event of a member withdrawing, the Chair may appoint an appropriate replacement.

### (4) **Frequency of Meetings**

- (a) The Panel meets as required.

## Part 18 Appendix B (Academic)

**(1) Role**

- (a) The Internal Appeal Panel may be formed by the review Officer at Phase 3 of the internal Appeal procedures, for the purpose of making an independent review.

**(2) Functions**

- (a) The Panel's authorities and responsibilities are as follows.
- (b) The Panel:
- (i) investigate, hear, consider and make determinations on reviews made by students against decisions made by the College. This may include consideration of:
  - (ii) academic integrity breach outcomes
  - (iii) advice from the Responsible Officer, administrative staff, academic staff or others where the Panel considers this appropriate.
  - (iv) may invite the student involved to attend any hearing, formally present their review at no cost and be accompanied or assisted by a Support Person nominated by the student, for example, friend, counsellor or family member (but not a legal representative).
  - (v) promote quality improvement in policies and procedures related to student complaints and reviews.
  - (vi) ensure Appeal decision outcomes is made clear whether it has been decided to:
  - (vii) confirm the original decision; or
  - (viii) vary the original decision, stating the details of the variance; or
  - (ix) set the decision aside and substitute a new decision, stating the new decision.
  - (x) determine procedures to govern its own operations.

**(3) Membership**

- (a) The membership of the Panel shall comprise:
- (i) Academic Director (Chair or a nominated person from the below)
  - (ii) a senior member of College staff who has not been previously involved in the complaint, invited by the Chair
- (b) Any member of the Panel shall be obliged to declare any interest in any matter before the Committee and may then be required to withdraw from that meeting at the request of other members of the Committee.
- (c) In the event of a member withdrawing, the Chair may appoint an appropriate replacement.

**(4) Frequency of Meetings**

- (a) The Panel meets as required.

## Part 19 Appendix C

Phase	Responsible Officer – Academic	Responsible Officer – Non-Academic	Contact Details/Location
(1)	Teacher/academic staff member with whom the student has the complaint (or delegate as applicable)	Staff member with whom the student has the complaint (or delegate as applicable)	College Complaints and Reviews Email: <a href="mailto:taylorstudenthelp@navitas.com">taylorstudenthelp@navitas.com</a>
(2)	Relevant faculty delegate, Academic Manager, or their delegate as applicable	Associate Director of Student Support & Experience, (or delegate as applicable)	College Complaints and Reviews Email: <a href="mailto:taylorstudenthelp@navitas.com">taylorstudenthelp@navitas.com</a>
(3)	Academic Review Panel	Review Panel	College Complaints and Reviews Email: <a href="mailto:studentrecords@taylorscollege.edu.au">studentrecords@taylorscollege.edu.au</a>
(4)	<p>National Student Ombudsman: <a href="http://www.nso.gov.au">www.nso.gov.au</a></p> <p>Depending on the nature of your complaint, you may also choose to contact a relevant external agency for advice or assistance, such as the:</p> <p>(a) Australian Competition and Consumer Commission (ACCC) <a href="https://www.accc.gov.au/consumers/consumer-protection/where-to-go-for-consumer-help">https://www.accc.gov.au/consumers/consumer-protection/where-to-go-for-consumer-help</a></p> <p>(b) NSW Anti-Discrimination Board at <a href="https://antidiscrimination.nsw.gov.au/">https://antidiscrimination.nsw.gov.au/</a></p> <p>(c) Australian Human Rights Commission at <a href="https://humanrights.gov.au/">https://humanrights.gov.au/</a></p> <p>(d) NSW Civil &amp; Administrative Tribunal at <a href="https://ncat.nsw.gov.au/">https://ncat.nsw.gov.au/</a>.</p>		