

## Trinity College London Complaints Process

### **Objective**

Trinity College London (Trinity) is committed to providing an open and accountable service for its customers. We believe we achieve this most of the time; if we are not getting it right please let us know.

One of the ways in which we continue to improve our service is by listening and responding to the views of our candidates, learners, customers and stakeholders, and by responding constructively to complaints and trying to put matters right.

### **Exam feedback or queries about your exam results**

If you have concerns about the way your exam was carried out, or disagree with the outcome of the results, Trinity offers a results review and appeals service which sits outside this complaints process.

For more information about this process, please visit [www.trinitycollege.co.uk/resultsenquiry](http://www.trinitycollege.co.uk/resultsenquiry)

### **Informal complaints**

We believe that a more informal approach to resolving a concern or complaint can often produce the quickest result. For instance, there may have been a misunderstanding or administrative error that we can agree to rectify within an agreed timeframe. Or if there's a dispute, we can help you resolve the matter directly with the person/people involved through mediation.

An informal approach is appropriate when it can be achieved. But if your concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed. If you are unsure whether your concern can be dealt with informally, please contact our Customer Services Manager, Sultana Khanum on 020 3752 4801 or at [complaints@trinitycollege.com](mailto:complaints@trinitycollege.com) who will be happy to discuss the matter with you in the first instance. If you would like to speak to someone directly, please provide us with a phone number and let us know when a convenient time would be to call you.

### **Formal complaints**

We recognise that not every concern is suitable for an informal resolution. For situations like this, we have a complaints process in place, managed centrally by the Post Results Services Team. The process is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to your satisfaction.

### **Who can complain?**

Anyone can make a complaint about an unsatisfactory service they have experienced with Trinity. As mentioned previously, questions about the exam process or an exam result are dealt with by a separate procedure – results review, followed by an appeal.

### **What can I complain about?**

Trinity defines a complaint as ‘any expression of dissatisfaction (with Trinity, with a member of staff, a representative, our products or services) that relates to Trinity and that requires a formal response’.

### **How can I make a complaint?**

Complaints must be made, in writing, to the Post Results Services team within 8 weeks of the issue arising. You can contact us in several ways:

Via email: [complaints@trinitycollege.com](mailto:complaints@trinitycollege.com)

By letter to: Complaints, Post Results Services, Trinity College London, Blue Fin Building, 110 Southwark Street, London SE1 0TA

Via online form: <https://www.trinitycollege.com/appeal/resultsenquiry.php>

### **What information do you need?**

To thoroughly investigate your complaint, please provide us with as much information as possible about the details of your complaint, including;

- the relevant candidate number (where applicable);
- any action that has been taken to date;
- any relevant correspondence or documentation. Please do not send any original documents;
- names of the Trinity Personnel you have been in contact with.
- If you would prefer to be contacted by telephone, please also provide us with your telephone number, along with the convenient day / time for us to contact you.
- What remedy you are seeking

All complaints will be dealt with fairly and independently and will not influence or bias a candidate’s exam marks or results.

Trinity College London aims to communicate the outcome of the investigation, within **30 working days** from acknowledgement of receiving the complaint.

### **What if I am not happy with the outcome of complaint?**

If you are not satisfied with the response to your complaint, then you can write to Trinity's Chief Executive and ask for your complaint to be reviewed. Please provide us with an explanation as to why you disagree with the findings so that the Chief Executive (will be able to fully review your complaint. You should expect a response to your complaint within **30 working days**.

Finally, if you are still unsatisfied with the conclusion, we can pass your complaint on to an external, independent specialist who will review the available information and make a final decision.

Trinity's aim is to resolve all matters as quickly as possible. However, there will be complex issues which may require longer time to be fully investigated. If this is the case, we will explain the reasons for the delay, and regularly update you until the complaint has been investigated.

### **Additional note**

Trinity takes all complaints seriously and is committed to deal with customers fairly and impartially. However, abusive, offensive or threatening behaviour will not be tolerated and may result in our terminating contact with that customer.

Trinity has a robust complaints process and are unable to re-visit a case once it has been concluded - unless new evidence comes to light. For this reason, we may terminate contact with a complainant who persists in communicating with us regarding the same issue.

### **General Data Protection Regulation (GDPR)**

In line with GDPR, Trinity has a separate procedure which addresses complaints from data subject(s) related to the processing of their personal data, Trinity's handling of request from data subjects, and appeals from data subjects on how complaints have been handled.

### **Retention and storage of personal data**

All personal data collected as part of this procedure will be stored securely always, in accordance with Trinity's Data Protection Policy and Privacy Statement.