

TITLE	COMPLAINTS POLICY
Objective	Trinity College London ('Trinity' or 'the company') is committed to providing a high quality service for all of its customers and working in an open and accountable way that builds the trust and respect of all our stakeholders. 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 in particular by responding positively to complaints, and we will do everything we can to put matters right.
Statement	<p>Trinity will ensure that making a complaint is as easy as possible:</p> <ul style="list-style-type: none"> • We will treat a complaint as a clear expression of dissatisfaction with our service which calls for a rapid response; • We will deal with all complaints promptly, politely and, when appropriate, confidentially; • We will respond in the right way - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken • We will learn from complaints, use them to improve our service, and review annually our complaints policy and procedures. • We will be fair in the way we deal with complaints, treating all complainants in the same way. • We will not allow those who complain to gain unfair advantage by doing so, for example by changing marks or results.
Exam feedback or concerns	This policy excludes exam feedback and results. If your cause for dissatisfaction concerns a decision taken by Trinity relating to the outcome of an exam result you should follow the Results Review and Appeals procedure. For more information about this process, please visit www.trinitycollege.com/resultsenquiry
Complaints	<p>If you are dissatisfied with the service you have received you can register a complaint by writing to us at:</p> <p>Post Results Services (Complaints) Trinity College London Blue Fin Building 110 Southwark Street London SE1 0TA</p> <p>Alternatively, you can contact us by completing the online form.</p> <p>In all correspondence, please state the relevant candidate number (where applicable), provide us with copies of any relevant</p>

	<p>correspondence or documentation, and the names of all Trinity personnel that you have been in contact with, whether by phone or in writing, regarding your complaint. Please do not send original documents.</p> <p>If you would prefer to be contacted by telephone, please also provide your telephone number, along with convenient day/time for us to contact you.</p>
<p>Handling informal complaints</p>	<p>We recognise that many concerns will be raised informally, often verbally, and dealt with quickly. Our aims are to:</p> <ul style="list-style-type: none"> • resolve informal concerns quickly; • enable mediation between the complainant and the individual to whom the complaint has been referred. <p>An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed (see below).</p>
<p>Handling formal complaints</p>	<p>The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.</p> <p>Definition: 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'.</p> <p>Trinity's responsibility will be to:</p> <ul style="list-style-type: none"> • acknowledge the formal complaint in writing; • respond within a stated period of time; • deal reasonably and sensitively with the complaint; • take action where appropriate. <p>We ask complainants to:</p> <ul style="list-style-type: none"> • bring their complaint, in writing, to Trinity's attention normally within 8 weeks of the issue arising; • raise concerns promptly and directly with Trinity's Post Results Services team (as above); • explain the problem as clearly and as fully as possible, including any action taken to date; • allow Trinity a reasonable time to deal with the matter <p>We would ask complainants to recognise that some circumstances may be beyond Trinity's control.</p> <p><i>NB Trinity's commitment is 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. Likewise, where a customer whose case is closed persists in communicating with us regarding the same issue, we may decide to terminate contact unless there is new evidence that affects our decision.</i></p>

<p>Procedure</p>	<p>Trinity operates a two-stage procedure for dealing with complaints:</p> <p>Stage 1 In the first instance, if you are unable to resolve the issue informally, you should write to Trinity’s Post Results Services team. You should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.</p> <p>You can expect your complaint to be acknowledged within 3 working days of receipt.</p> <p>Trinity will endeavour to provide a full a response and an explanation within 10 working days, this is to allow time for any investigation required to be carried out.</p> <p>Stage 2 If you are not satisfied with the response to the complaint then you can write to Trinity's Chief Executive and ask for your complaint and the response to be reviewed. You can expect the Chief Executive to acknowledge your request within 3 working days of receipt and a response within 15 workings days. The Chief Executive’s decision is final.</p> <p>Trinity's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.</p>
<p>Notes</p>	<p>This policy is subject to annual review and/or at the discretion of Trinity’s Executive and/or as required by changes to legislation.</p>
<p>Effective Date</p>	<p>March 2017</p>
<p>Date of next review</p>	<p>March 2018</p>