



Trinity College London Complaints Procedure

Please note, if you wish to complain about or challenge the results of an exam or assessment, please use the formal [results review service](#).

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 but 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 or assessment 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

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 email: complaints@trinitycollege.com. If you email us, please include 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. However, 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 should 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

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

What information do we need?

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

- the relevant candidate number (where applicable);
- any action that has already been taken;
- 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.

Trinity’s aim is to resolve all matters as quickly as possible. However, there could 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.

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 Office and ask for your complaint to be reviewed. Please provide us with an explanation as to why you disagree with the findings. 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 arbiter who will review the available information and make a final decision.

Role of the Regulator

Trinity is externally regulated by Ofqual in England, Qualifications Wales and CCEA Regulation in Northern Ireland. If you exhaust Trinity's complaints process and remain unhappy with the outcome you have the right to refer your complaint to the relevant regulator.

Additional note

Trinity takes all complaints seriously and is committed to dealing with complainants fairly and impartially. However, abusive, offensive or threatening behaviour will not be tolerated and may result in our terminating contact with the complainant.

Trinity is 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 subject, 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.

Document History				
<i>This policy is subject to regular review, and / or at the discretion of the Trinity's Executive and / or as required by changes to legislation.</i>				
Version	Details of amendments	Date	Owner	Approved
0.1	Procedure updated	08/03/2017	Post Results Services Manager	
0.2	Policy updated to incorporate GDPR requirements	14/05/2018	Compliance Manager	
0.3	Procedure reviewed and updated	07/12/18	Customer Services Manager	
0.4	Procedure reviewed and updated	07/12/2021	Customer Services Manager	