Complaints Policy and Procedure

Document Owner:	Quality and Standards
Classification:	Public
Document Identifier:	POL.Complaints Policy and Procedure.doc.
Internal/External use:	External
Approval:	Policy Management Group
Document Status:	Approved
Version:	0.5
Date Issued:	8 March 2017
Last Review:	22 October 2026
Last Modified:	22 October 2026
Next Review:	21 March 2027

This document is intended for Trinity College London (TCL) personnel and authorised external parties. This document must be handled in accordance with the TCL classification policy

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Overview
Trinity College London (''**Trinity''**) is dedicated to delivering an open and accountable service to its customers. We strive to achieve excellence and believe we achieve this most of the time. However, if we are not getting it right, we welcome feedback to help us improve.

One of the ways we continuously improve our service is by listening to and addressing the views of our candidates, learners, customers and stakeholders. We are committed to responding constructively to complaints and trying to put matters right.

All complaints are handled fairly and impartially and do not influence or bias a candidate's examination or award.

Purpose
The purpose of this policy and procedure is to outline how Trinity endeavours to address all complaints in a consistent and timely manner, promoting transparency, accountability and fairness.

Scope
This service is available to anyone who wishes to make a complaint about an unsatisfactory product, service or process they have experienced with Trinity. Any concerns about exam results or assessments are addressed via our results review service. You can find our Academic Investigations and Appeals Policy here.

All formal complaints relating to Secure English language Tests **(''SELTs'')** are managed by our dedicated SELT team. More information can be found on our Website.

Roles and responsibilities
The Post Results Services (''**PRS**'') department is responsible for triaging and managing complaints received through the dedicated complaints inbox. Where required, the relevant department or market will support the management of the complaint.

Definition
Trinity defines a complaint as 'any expression of dissatisfaction that relates to Trinity and that requires a formal response'.

Informal complaints
We believe that an informal approach to resolving a concern or complaint can often produce the fastest result. For instance, there may have been a misunderstanding or administrative error that we can commit to rectify within an agreed timeframe.

If you are unsure whether your concern can be dealt with informally, please email: complaints@trinitycollege.com Please remember to 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 such situations, we have a formal complaints process.

Complaints should be made, in writing, within 8 weeks of the issue arising. You can contact us in the following ways:

Via email: complaints@trinitycollege.com

By letter to: Complaints, Post Results Services, Trinity College London, 7th Floor, 22 Upper Ground, London, SE1 9PD

Information needed to help up investigate your complaint
To investigate your complaint thoroughly, we need as much information as possible, including:

- the relevant candidate number (where applicable).
- any actions that have already been taken.
- any relevant correspondence or documentation (please do not send original documents).
- names of the Trinity personnel you have been in contact with.
- the remedy you are seeking.

Trinity's aim is to resolve all matters as quickly as possible and within 30 working days. However, complex issues may require more time to be investigated fully. If this is the case, we will explain the reasons for the delay and provide regular updates until the investigation into the complaint has been concluded.

Unsatisfactory resolution to the complaint
If you are not satisfied with the response to your complaint, you can email QualityandStandards@trinitycollege.com for the attention of Trinity's Chief Executive Office, providing an explanation about why you disagree with the findings and request that your complaint be reviewed.

At this stage an external expert* may be appointed (if necessary) to carry out a paper-based review of all the information presented and make a final decision. You should expect a response to your complaint within 30 working days.

Please note that the Chief Executive's Office will only review your complaint once the formal procedure has been concluded.

* To maintain impartiality, protect privacy, and uphold the integrity of investigations, the identity of the external expert will remain confidential.

Role of the regulator
Trinity is externally regulated by Ofqual, 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 notes
Trinity takes all complaints seriously and is committed to resolving matters fairly and impartially. We ask that all correspondence remains respectful and professional. Trinity reserves the right to terminate any communications that we feel are unreasonably persistent, abusive, threatening or offensive.

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.

Use of AI

If you use AI to prepare your complaint, please note that you are responsible for reviewing the content before submission to ensure that it accurately reflects your concerns, is factually correct to the best of your knowledge and avoids unnecessary repetition. Please check all facts and references, as AI can produce inaccurate or misleading information. We may ask you to clarify or correct information where necessary.

General data protection regulation (UK GDPR)

In line with UK GDPR, Trinity has a separate procedure for complaints from data subject(s) related to the processing of their personal data, Trinity's handling of a request from a data subject, and appeals from data subjects about how complaints have been handled. Please follow this procedure, if applicable.

Retention and storage of personal data

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

Change control

Change history

The following changes have been made to this document:

Version	Date	Author	Change Summary
0.1	08-03-2017	Post Results Services Manager	Procedure update
0.2	14-05-2018	Compliance Manager	Policy updated to incorporate GDPR requirements
0.3	24-05-2024	Head of Post Results and Customer Services	Review of policy and procedure
0.4	21-03-2025	Head of Post Results and Customer Services	Confidentiality clarified in document
0.5	22-10-2026	Head of Post Results and Customer Services	Guidance on the use of AI

Change approval

The changes to this document have been approved by the following personnel:

Version	Date	Approver
0.3	18-06-2024	Policy Management Group
0.4	25-03-2025	Policy Management Group
0.5	27-10-2026	Policy Management Group