



TRINITY HALL  
CAMBRIDGE

# Student complaints procedure

## The College's Complaints Procedure

### 1.1.1 Introduction

The College is committed to the highest quality of educational, pastoral and other forms of provision for its members and welcomes comments and suggestions from JCR and MCR members about the services it provides. College members wishing to make a suggestion or comment about the College's services may do so informally at the point of delivery or by contacting the individual in charge of the relevant College department (see below), the individual's Tutor or the Senior Tutor.

From time to time, students may feel dissatisfied with some aspect of their dealings with the College. On occasion, students may wish to make a complaint about the service they receive or about the behaviour of another member of the JCR or MCR or a member of the College's staff or Fellowship.

The College encourages students to indicate any cause for concern in individual or general matters and is keen to address any issues as constructively and efficiently as possible. Many issues can be resolved through informal discussions without the need for a formal complaint to be made.

### 1.1.2. What is a complaint?

A complaint is an expression of dissatisfaction about the College's action(s) or lack of action or about the standard of service provided, or about the conduct of a member of College, whether staff, student or Fellow. Examples of complaints include, but are not limited to:

- misleading or incorrect information in prospectuses or promotional material and in information provided by the College
- concerns about the delivery of teaching-related services
- poor quality of facilities, learning resources or services
- complaints about harassment, bullying or discrimination (further guidance on harassment is set out in Section 7.3 of the Student Handbook)
- complaints about the conduct of another student, a member of staff or a Fellow

A complaint is different to a Report of a Concern under the Code of Discipline for Students and PDRAs. A Report should be used to notify the College that the College's Rules of Behaviour may have been broken by a student or PDRA.

If a member of College is unsure whether they should be making a Complaint or a Report, they should seek the advice of a suitable person, either a Tutor, the Senior Tutor, or the Harassment and Discrimination Officer.

### 1.1.3. The appropriate College procedure

Some issues may more appropriately be considered under alternative processes rather than under the Complaints Procedure. For example, the following are not normally dealt with as complaints:

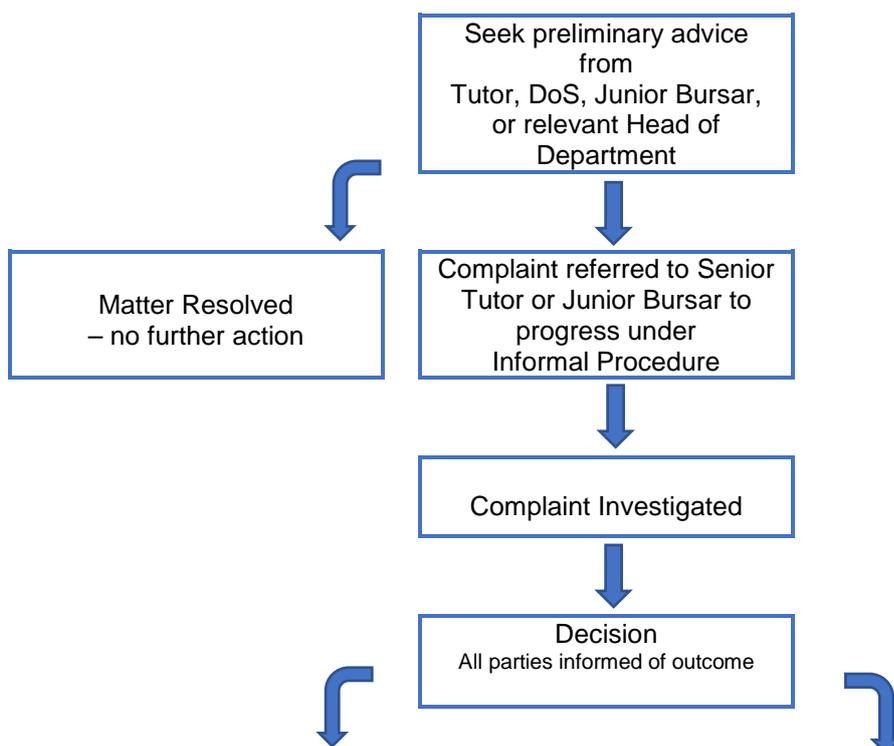
- a concern about a decision regarding student progression, academic assessment and awards
- dissatisfaction about the outcome of an academic misconduct procedure
- dissatisfaction about a disciplinary process, except in those circumstances permitted under the Code of Discipline
- a concern regarding a decision made under other specific regulations, such as fitness to study

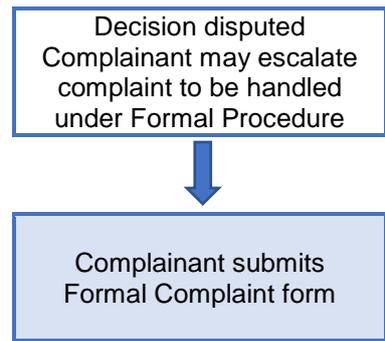
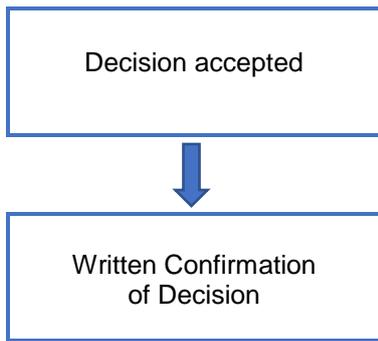
Students unsure whether their concern should be raised under the Complaints Procedure in the first instance should speak to their Tutor, or the Senior Tutor. It may be necessary for some issues to be dealt with under the Complaints Procedure and others under another procedure, for instance the Code of Discipline. The College will inform students of the implications, if any, of following two procedures at once, particularly where one procedure may need to be suspended pending the outcome of the other.

**Full details of the Complaints Procedure and the College’s Code of Discipline may be found at <https://www.trinhall.cam.ac.uk/about/college-governance/college-policies/>**

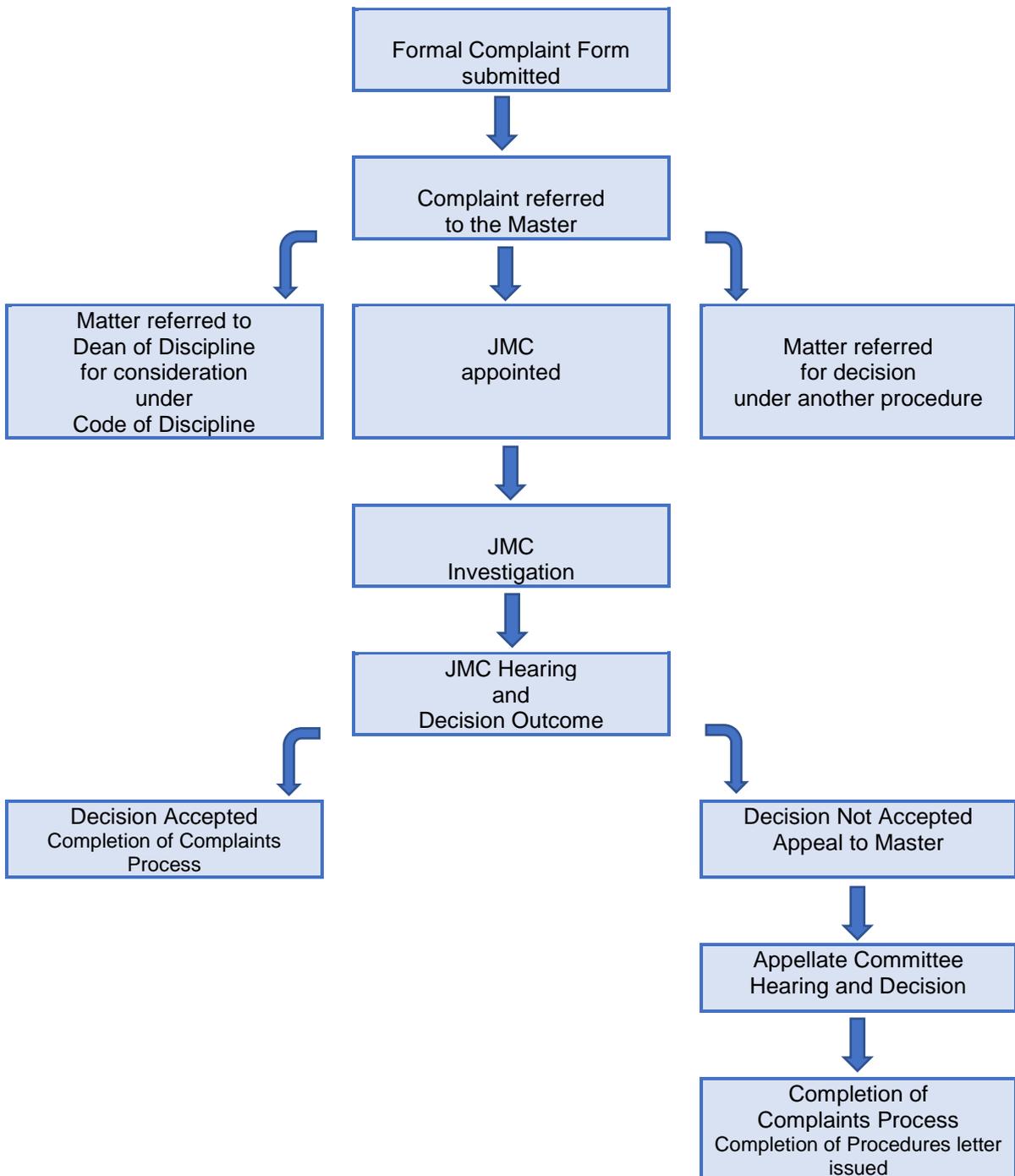
The procedural routes of both the College’s Complaints Procedure and the Code of Discipline are explained in the infographic diagrams below. The appropriate forms to be used when submitting complaints are also available at the end of this document.

### Informal Procedure





**Formal Procedure**



**Students should note that in the event of any inconsistency between any procedures in this Student Handbook, and any provision of the College Statutes, Ordinances and Regulations, the provisions in the latter will prevail. The Statutes, Ordinances and Regulations can be found at <https://www.trinhall.cam.ac.uk/about/college-governance/college-statutes/>**

#### **1.1.4. Overview of the Complaints Procedure**

The procedure for any undergraduate or postgraduate member of the College, or PDRA (hereafter referred to as 'students') who wishes to make a complaint is set out below. This procedure is also open to former JCR or MCR members who have completed their studies at the College within the past three months.

Since many complaints can be resolved quickly and effectively without recourse to a more formal process, the College's procedures have been developed with this approach in mind.

The College's procedure consists of an informal stage; a formal stage; and a review stage. At any time during the informal or formal stage of the Complaints Procedure, a complaint may be referred for mediation if requested or agreed to by the complainant. The College may recommend the complainant to refer any complaint to the Dean of Discipline for handling under the Code of Discipline and may, if deemed appropriate, decline to proceed further with the complaint if the complainant does not accept that recommendation.

#### **1.1.5. Support for students**

There are many sources of support in College for students who are considering making, or who have made, a complaint, as well as for those who are the subject of a complaint. Sources of support are explained in the Student Handbook.

All students are encouraged to seek support from the College. Students are also entitled to nominate a representative to assist them with handling any issues under the Complaints Procedure. Under the College Ordinances, the representative may be a Tutor, other Fellow, an officer of the JCR or MCR or an officer of Cambridge SU. If a student wishes to be represented by any other person, the student must apply for the consent of the Governing Body or of the Committee dealing with the matter. In the interests of equity, neither the Senior Tutor nor Dean of Discipline may act as a student's representative.

### **2.1. The principles governing College's approach to student complaints**

The College's Complaints Procedure is designed to:

- Be fair and impartial
- Resolve matters on the balance of probabilities
- Be transparent and easy to access
- Be flexible and timely, ensuring that complaints are dealt with as quickly as possible
- Clearly communicate processes, decisions and the reasons behind decisions

- Ensure decisions are taken without actual or perceived conflicts of interest
- Ensure an appropriate level of confidentiality
- Include support for students
- Enable the College to use the information gathered to improve services for students

### **2.1.1. Fairness and equality**

The College aims to handle all complaints in a sympathetic, fair and efficient way that encourages informal conciliation, facilitates early resolution, maintains individual privacy and confidentiality and permits useful feedback.

The raising of a genuine complaint will in no way disadvantage any student in their subsequent academic career or in College life, but the College expects that complaints will not be of a trivial, vexatious or malicious nature.

The College is committed to its duties under equality law and any student who requires any reasonable adjustments to be made regarding the Complaints Procedure should seek the guidance of their Tutor or the Senior Tutor in the first instance.

### **2.1.2. Impartiality**

The College recognises that it has a duty to ensure that its procedures for handling complaints are free from partiality arising from personal or institutional conflict or any other source of bias.

### **2.1.3. Confidentiality**

In the first instance, the confidentiality of any complaint made to the College will be maintained if the complainant so wishes, so far as is reasonably practicable. Information will only be released to those who need it in order to investigate the matter(s) complained about and on a no-names basis where possible.

However, where a complaint is of a personal nature against another individual, it is likely that the complainant's identity will need to be revealed at some stage, in all but the most exceptional of cases, in order to facilitate a fair investigation. If a student refuses to name a person central to the complaint, the College may be unable to investigate further.

The College will endeavour to inform complainants of the extent to which their identity is likely to be revealed at each stage of the procedure and will seek to ensure that no third party is told any more than is necessary. Documents may be redacted (that is, parts covered over) to enable another person to understand the nature of the complaint whilst allowing the complainant's confidentiality or the privacy of others to be maintained.

Further information about the use of personal information under the Student Complaints Procedure can be found in **Appendix 1**.

#### **2.1.4. Anonymous complaints**

In line with the College's approach to confidentiality, it should not be necessary for a student to seek to bring an anonymous complaint and the College reserves the right not to accept complaints made anonymously. Anonymous complainants should be aware that raising an anonymous complaint may impede any investigation into the complaint and therefore the outcome.

#### **3.1. Timescales**

The College aims to consider all complaints in a timely manner. It will acknowledge receipt of a complaint in writing when it receives an informal complaint in writing and when it receives a formal complaint or an appeal. The acknowledgement will be provided within seven working days of the receipt of the written complaint and will set out the likely timescales for dealing with the complaint under the relevant stage of the process.

The deadlines within which the College aims to respond to complaints are as follows:

- Within 20 days of receipt in the case of a complaint made in writing under the informal procedure.
- Within 40 days of receipt of a complaint being referred to the Master under the formal procedure.
- Within 30 days of receipt of an appeal against the outcome of complaint brought under the formal procedure.

This is dependent on the complainant providing documentation to the College in good time. It will also depend on the nature of the complaint. In addition, in some cases an investigation may take longer, for example in order to ensure all elements of a complaint have been appropriately considered and addressed. In other cases, the College's stated usual deadlines may be exceeded because, for example, key staff are absent due to work commitments, when the College is closed, e.g. over the New Year period or during the University's summer Research Period when staff tend to take longer periods of absence. In some cases, it may be in a student's best interests to delay a particular stage of the procedure, for example to avoid examination periods.

If it is not possible to meet the outcome deadline, the College will inform the complainant of this and of when it expects to be in a position to respond.

The College will keep records of student complaints, including any action points and sanctions, and these will be shared with appropriate members of College staff, for example to ensure compliance with sanctions. These records will be retained for the period of time set out in the College's data protection policy (<https://www.trinhall.cam.ac.uk/about/college-governance/data-protection/>). Any verbal decisions made under the Complaints Procedure, save those made during informal discussions before a complaint is made in writing, will be confirmed in writing.

To assist in the process of auditing the quality of its services and responsiveness, the College monitors receipt of all comments, suggestions and complaints in ways

that respect the confidentiality of individuals involved. The individual responsible for collating data on complaints received is the College's Compliance Officer.

#### **4.1. Frivolous or vexatious complaints**

The College will not consider a complaint, or continue to consider a complaint, which it considers to be frivolous or vexatious or which is conducted in a vexatious manner. Examples include:

- complaints which are obsessive, harassing or repetitive
- insistence on pursuing non-meritorious complaints and/or unrealistic, unreasonable outcomes
- insistence on pursuing what may be meritorious complaints in an unreasonable manner
- complaints which are designed to cause disruption or annoyance
- demands for redress which lack any serious purpose or value.

If, having commenced investigating a complaint, the College reaches the view that the complaint is frivolous or vexatious, it will write to the complainant explaining that it is terminating its investigation into the complaint and giving its reasons.

A student may appeal against a decision not to consider, or not to continue to consider, a complaint by writing to the Master, usually within 14 days of the outcome being communicated to the student. The Master or the Master's nominated designate will aim to reply within 14 days of receipt of the student's letter of appeal.

#### **5.1. Acceptable behaviour**

There is an expectation that all those involved in a complaint will act reasonably and fairly towards each other and will treat the process with respect. The College recognises that individuals may act out of character in times of trouble or distress; however, it has a duty towards the welfare of its staff and students and so it reserves the right to decline to consider, or to continue to consider, a complaint where the complainant's behaviour is not in line with its expectations.

As indicated above, the [College's Code of Discipline](#) is available to view, online, under Section 12 of the [Governing Body Regulations](#). All Trinity Hall students are responsible for following the College's Rules of Behaviour; not knowing, or forgetting about the rules, is not a justification for not following them.

Students must:

- behave considerately towards other members of the College, College staff or visitors;
- comply with instructions issued by any person or body authorised to act on behalf of the College, in the proper discharge of their duties;
- comply with all health and safety regulations and instructions issued by the College or another associated institution;
- comply with the terms of any code of practice issued under the provisions of section 43 of the Education (No. 2) Act 1986 regarding meetings and public gatherings;

- comply with the Statutes, Ordinances and Regulations of the College, and any rules, procedures or policies established by the College under its Statutes and Ordinances.

Students must not:

- engage in violent or anti-social behaviour in the College;
- behave abusively towards any other member of the College, member of the College staff or visitor;
- engage in behaviour prejudicial to the good order of the College or liable to cause a disturbance in the College;
- engage in behaviour liable to bring the College's name and reputation into disrepute;
- interfere or attempt to interfere in the activities of the College, or with any member of the College in the pursuit of their studies or in the performance of their duties;
- damage, misappropriate or occupy without appropriate permission any College property or premises, or any property or premises accessed as a result of a College activity;
- interfere in the freedom of speech or lawful assembly of a member of the College or visitor to the College;
- damage or misappropriate property belonging to a member of the College; or belonging to anyone within College grounds or during the course of a College activity;
- endanger the health and safety of anyone within College grounds or in the course of a University or College activity;
- forge, falsify or improperly use College information to gain or attempt to gain a personal advantage.

Where appropriate, the College will inform a student in the first instance of any unacceptable conduct and why it considers the conduct unacceptable. If the behaviour continues, the College will consider steps such as requesting the student contact the College via a particular individual or in a particular form, asking the student to appoint a representative to liaise with the College or entering into an agreement with the student regarding his or her conduct. Should these measures be unsuccessful, or for any other reason the College deems appropriate, the College reserves the right to terminate its consideration of the complaint at any stage and to consider whether the student should be referred to the Dean of Discipline and dealt with in accordance with the Code of Discipline. As indicated above, full details of the College's disciplinary procedures are available via section 12 (ordinance and regulations) at <https://www.trinhall.cam.ac.uk/about/college-governance/college-statutes/>.

### **6.1. Complaints about conduct which may amount to a criminal offence**

Further information about complaints involving alleged actions which may constitute criminal offences, including physical and sexual misconduct and harassment, is provided in more detail in Sections 7.3 and 7.5 of the Student Handbook and in Governing Body Regulations, section 12.

## **7.1. Informal procedure for handling complaints**

### **7.1.1. Preliminary advice**

Students considering making a complaint may wish to seek preliminary advice or help from any of the persons listed in **Appendix 2**. Many problems can be resolved quickly and efficiently by consultation or discussion with the right person - such as a Tutor, Director of Studies, Junior Bursar and others who may be able to solve a problem directly, intervene or at least offer suitable advice about how to proceed or where to go for assistance or advice.

Complaints about sexual misconduct will automatically be escalated to the formal stage of the Complaints Procedure. Further information about such matters is set out in more detail below.

### **7.1.2. Informal discussion**

The College anticipates that the majority of complaints will be handled informally in the first instance.

Students who experience a problem with any service provided by the College, the behaviour of any College member or member of College staff, or anything else within the College's control should, if appropriate, raise the matter with the individual concerned as soon as possible following the occurrence of a problem and, ideally, within one calendar month.

The student should:

- in the case of complaints relating to services provided by the College, approach the person(s) responsible for the area relevant to the complaint (i.e. the Head of Department or College Officer).
- In the case of complaints about the behaviour of another member of the JCR or MCR or a member of the College's staff or Fellowship, approach a Tutor or another individual listed in **Appendix 2**.

The aim of such discussions is to come to an understanding of the exact nature of the student's dissatisfaction and explore appropriate resolutions. A complaint may not always produce the outcome the student seeks. There may be a number of reasons for this, for example lack of evidence to substantiate the complaint or when the level of service is affected by circumstances beyond the College's control.

Broader complaints regarding matters of College Policy should be directed to the appropriate College committee through student representatives (see Section 7.7.3 of the Student Handbook); the relevant student representatives may be contacted directly through the JCR and MCR.

### **7.1.3. Group complaint**

There may be occasions when several students wish to make a joint complaint (e.g. about a problem affecting a number of people living in College residential accommodation, or about provision of teaching in a certain subject). In such cases, it is generally unhelpful for the whole group to approach the person(s) responsible and appointment of a spokesperson is usually the most efficient approach. If no member

of the group is willing to act as spokesperson, an alternative is that the help of a student representative (i.e. someone not involved in the matter concerned) is enlisted to act for the group during the informal procedure and this person may be accompanied by one or two members of the group.

#### **7.1.4. Escalating a complaint**

In cases where a student feels that the nature of their complaint is too serious to be addressed via discussion with the individual concerned, whether directly or through a Tutor or other third party, or where such discussion has not provided a satisfactory conclusion, a complaint should be made in writing to the College's Compliance Officer by the student or the student's nominated representative, who should be a College member or an officer of Cambridge SU. The written complaint should be received within 30 days of the conclusion of any informal discussions. Any later submission must be accompanied by a written justification and the College reserves the right not to proceed with it, if, in its opinion, reasonable justification is not provided.

If the complaint relates to a non-academic service received, or the behaviour of a member of the College's staff, the complaint should be directed, in the first instance, to the Junior Bursar.

If the complaint relates to an academic service received, or the behaviour of another member of College (whether student, Postdoctoral Research Associate, College Fellow or alumnus), the complaint should be directed, in the first instance, to the Senior Tutor.

If a complaint involves more than one of the above dimensions, or the complainant is unsure as to the appropriate remit, the complaint should be directed, in the first instance, to the Senior Tutor.

In some cases, the first stage of the informal procedure outlined above may already have involved the Junior Bursar or Senior Tutor. Should the complaint remain unresolved at the end of that stage, or in the event that the complaint is itself against the Junior Bursar or Senior Tutor, the complaint should be put in writing to the Master, who will appoint another Fellow to act in place of the Junior Bursar or Senior Tutor.

#### **7.1.5. Investigation of an informal complaint**

In each case, the Compliance Officer will acknowledge receipt of the complaint and facilitate investigation of the matter as soon as practicable by referring it to the relevant College Officer (e.g. the Senior Tutor or, in certain instances relating to non-academic service received, or the behaviour of a member of the College's staff, the Junior Bursar). The complainant should receive considered response to a complaint within 20 days of its receipt, with any subsequent remedies implemented with minimum delay. In certain circumstances, (e.g. during the University's summer 'Research Period'), a longer timeframe may be required in order to facilitate a full and thorough response.

## **7.2. Formal procedure for handling complaints**

It is hoped that very few complaints will remain unresolved after the informal stage. As indicated above, students are expected to have considered all avenues of local, informal resolution before initiating a formal complaint.

Should a complaint remain unresolved after the informal procedure has been completed, a complainant may request that the Compliance Officer refer the matter to the Master. Such a request should usually be made in writing within 30 days of the student receiving the outcome of the informal stage.

Complainants will be invited, at the outset, to indicate the form of remedy being sought, without prejudice to the final remedy determined. Students should also provide evidence in support of their complaint.

The College aims to provide a full and considered response to the complaint within 40 days of the complaint being referred to the Master and to implement any remedy with minimum delay.

### **7.2.1. Investigation committee**

If it is considered that the complainant has provided clear reasons for the complaint have been put forward and it is not of a vexatious or frivolous nature, the Master will either:

(1) Refer the matter to the Dean of Discipline for consideration under the Code of Discipline.

(2) With delegated authority from the Governing Body, appoint a Junior Members Committee (JMC), as set out in Ordinance 12, to undertake a full assessment of the complaint, with further investigation if necessary.

No person who has had, or may have, any personal involvement in the matter to which the complaint relates may comprise part of the committee's membership.

Unless the complainant objects, or the Senior Tutor is of the opinion that the allegations and/or evidence are such that Junior Panel Members should not be appointed, the chair of the JMC shall invite one or two Junior Panel Members to sit as members of the JMC.

### **7.2.2. Investigation**

The JMC appointed to investigate the complaint shall receive of a copy of all documentation relating to the informal stage of the Complaints Procedure. The chair of the Committee may talk to key staff or other students, as well as collating documents and other evidence. The purpose of the investigation is to establish the facts relevant to the issues raised in the complaint and to enable the College to provide the complainant with a full, objective and proportionate response.

The chair of the JMC shall write to the complainant informing them of the Committee's composition and the date on which it is scheduled to meet and soliciting any further submissions the complainant may wish to make. The chair will also clarify

exactly what is being investigated and will inform the student if the proposed resolution is not something the College can reasonably provide.

If the complaint is made about another person or persons, the chair will decide whether the case should be considered under this Complaints Procedure or instead be dealt with under the staff or College disciplinary procedure, as appropriate. If the decision is made that the disciplinary procedure is more appropriate, the chair will make the necessary referral and inform the complainant of this decision. Matters will then proceed in accordance with the relevant disciplinary procedure.

If it is decided to proceed under the complaints procedure, the chair of the JMC shall, at the same time they write to the complainant, write to the person(s) against whom the complaint has been made, informing them of the complaint; of the committee's composition; the date on which it is to meet; and inviting them to make any written submissions the committee may wish to consider.

Copies of all written submissions and other documentation relating to the complaint shall be sent to the complainant and to any person(s) complained against at least seven days before the committee meets.

Notice of the date on which the Committee will meet will usually be given at least 10 days in advance of the meeting. If the date is inconvenient for the student, anyone against whom the student has complained or any representatives, this should be notified as soon as possible and in any event at least 5 days before the intended date of the meeting. Reasons should be given and the Committee will decide whether an alternative date for the meeting should be offered. If anyone invited to attend a meeting does not turn up, the Committee may adjourn the meeting or may proceed in the absence of the complainant, their representative and/or any individual, or representative of any individual, against whom the complainant has complained.

### **7.2.3. Investigation committee's meeting**

The JMC will proceed as set out in Ordinance 12. If the matter involves another person, it may instead be dealt with under the College's disciplinary procedure for students or for staff, as appropriate, in which case the relevant disciplinary procedure will be followed.

A student who is required to attend a meeting as part of the investigation of the complaint, as well as the JMC meeting to determine the complaint, may be accompanied by a representative. Under the College Ordinances, the representative may be a Tutor, other Fellow, an officer of the Trinity Hall JCR or MCR or an officer of Cambridge SU. Neither the Senior Tutor nor Dean of Discipline may act as a student's representative. If a student wishes to be represented by any other person, the student must apply for the consent of the Governing Body, or Committee dealing with the matter. The name of the representative must be given to the chair or his or her designated point of contact at least two working days before the meeting.

### **7.2.4. Committee decision and remedies**

The Committee shall reach a decision as soon as possible after hearing the case and shall, usually within 40 days of the date when the matter was first referred to the

Master under the formal stage of this procedure, supply the complainant and any person(s) complained against with a clear written statement of the committee's response to the complaint, its decision, the reasons for reaching that decision and the details of any remedy, which the College will aim to implement without delay. If it is not possible to meet the outcome deadline, the College will inform the complainant of this and of when it expects to be in a position to respond. Any factual inaccuracies in the written statement should be communicated to the College without delay.

Where a complaint is upheld, appropriate remedies may include, but are not restricted to, one or more of the following: a written and/or oral explanation or apology; a change in College practice or policy which is formally documented and implemented within a reasonable timeframe; financial compensation either directly or in the form of a charitable donation; disciplinary or other appropriate action against another student, member of College staff or Fellow.

If disciplinary action is taken against a member of staff or another student following the College's investigation, the complainant will be notified of this fact. However, except as may be provided for in the Code of Discipline, the complainant will not be provided with any further information about the disciplinary proceedings or outcome, in line with the privacy rights of the member of staff or student in question.

#### **7.2.5. Appealing against a complaint outcome**

Should a complainant wish to appeal against a decision reached by the JMC under the formal procedure, an appeal may be made to the College's Appellate Committee, the composition and protocol of which is described under Ordinance 12. Students should note the timeframe within which an appeal should be submitted and in particular the grounds on which an appeal may be brought, which are as follows:

1. The College made a significant administrative error when considering the complaint, for example because it failed to properly follow the complaints policy, which was material or potentially material to the decision reached.
2. The complaint outcome was not reasonable.
3. The student has additional evidence to put forward which materially impacts the complaint outcome and which it was not possible, for valid reasons, for the student to submit earlier in the complaints process.

A complainant who is dissatisfied with the outcome of an appeal to the Appellate Committee may make a complaint to the Office of the Independent Adjudicator for Higher Education (OIA) within 12 months of the College's Complaints Procedure having concluded. The OIA will not usually consider a complaint which has not been through all stages of the College's Complaints Procedure and for which the student cannot provide a Completion of Procedures letter. The College will issue a Completion of Procedures letter at the conclusion of its internal processes whenever there is no further internal avenue for a complainant.

Further details of the OIA's remit, together with a link to the OIA complaint form, can be found at [http://www.oiahe.org.uk/media/42715/oia\\_intro\\_leaflet\\_16pp.pdf](http://www.oiahe.org.uk/media/42715/oia_intro_leaflet_16pp.pdf) and additional information about the OIA is also available from the College's Compliance Officer.

## Appendix 1

### **Policy on the use of personal information under the Student Complaints Procedure**

*A copy is to be provided to the Complainant at the earliest contact and published on the College's website.*

1. In order to deal with a Complainant's request it will be necessary for the College to process a Complainant's personal data in accordance with this policy. The overall purpose of processing personal data in the context of the investigation and resolution of student complaints is to decide what steps can appropriately be taken in response to such complaints. Personal data will be disclosed only to those persons who need to see such data for the purposes of conducting an investigation, responding as part of an investigation, determining or recommending a resolution, or deciding what other steps can appropriately be taken. No person will be told any more about the investigation than is strictly necessary in order to obtain the information required from them. Such persons may include:
  - staff within the College, including the Senior Tutor, Junior Bursar, Dean of Discipline and Compliance Officer;
  - individuals named or involved in the complaint, such as students, Fellows, staff, or external bodies;
  - authorised representatives of other external bodies involved in the complaint;
  - a representative(s) from the department(s) which is the subject matter of the complaint;
  - the College's external legal advisors;
  - the Master (or other relevant officer); and
  - a Complainant's authorised representative.

Documentation generated in the course of an investigation under the procedure will be disclosed in full to the Complainant except where information relates to an individual who has not consented to the disclosure of personal data.

2. The College will seek the Complainant's written consent before notifying the Complainant's Tutor or Postgraduate Tutor that a complaint has been submitted so that they are aware of the complaint and able to assist in providing support.
3. The College will seek the Complainant's written consent before liaising with appropriate staff members, including staff of the Disability Resource Centre, regarding support and any reasonable adjustments for disabled students.
4. Following completion of the procedure, the complaint, the documentation generated in the course of the investigation, and the decisions made under the procedure, will be retained securely by the Compliance Officer for seven years following the completion of the complaint. This information will be used for the purposes of responding to any complaints regarding the application of this procedure as well as for compiling anonymous statistics regarding its use. Further, the information may also be provided to the Dean of Discipline or other relevant officer, if relevant, for the purposes of conducting disciplinary proceedings or referral for consideration under another procedure under paragraph 1.1.3 or 7.2.1 of this procedure.
5. Nothing in this policy is intended to prejudice any rights of access to personal data which any person may have under data protection legislation as applicable at the time or otherwise.
6. Any questions or concerns about this policy should be directed to the Compliance Officer in the first instance.

## Appendix 2

### Sources of support and advice

#### Individuals able to offer students help and advice

**Undergraduate students** may seek guidance from:

- Directors of Studies (in matters relating to supervision or other academic provision);
- Tutors (for any matters);
- the College Discrimination and Harassment Contact, Dr Rona Smith;
- JCR Officers; and
- Cambridge SU's Education Officer and Welfare & Rights Officer.

**Postgraduate students** may seek support from:

- the Postgraduate Tutors;
- Academic Supervisors;
- Secretary of the Degree Committee or other Departmental Graduate Adviser;
- Student Registry staff;
- the College Discrimination and Harassment Contact, Dr Rona Smith;
- MCR Officers; and
- Graduate Union Officers.

**All students**, undergraduate or postgraduate, may seek guidance from:

- the Senior Tutor;
- the College Discrimination and Harassment Contact, Dr Rona Smith;
- the Dean of Chapel;
- the Junior Bursar;
- the College Counsellor;
- the College Mental Health Practitioner;
- the College Nurse; and
- Tutorial Office staff

#### Heads of Departments/Services

For queries and complaints, students may wish to approach the individuals listed below.

<b>Academic</b>	Master  Acting Vice-Master Senior Tutor	The Revd Canon Dr Jeremy Morris (on leave) Dr Daniel Tyler Dr Clare Jackson
<b>Accommodation</b>	Tutorial Administrator Postgraduate Administrator	Ms Saskia Burton Mrs Clare Kerr
<b>Bursary</b>	Bursar Junior Bursar Chief Clerk	Mr Tim Harvey-Samuel Mr Glen Sharp Mrs Jacqueline Nathan
<b>Admissions</b>	Director of Admissions Admissions Officer	Dr Marcus Tomalin Miss Vicky Mills
<b>Development Office</b>	Development Director	Dr Rachelle Stretch
<b>Catering</b>	Head of Conference & Catering Services	Ms Fiona Simon
<b>Housekeeping</b>	Housekeeping Services Manager Housekeeper (Central Site) Housekeeper (Wychfield) Housekeeper (Thompson's Lane)	Mrs Yvonne Chapman Ms Elaine Fox-Teece Mrs Elizabeth Maksymowicz Ms Marta Janko

<b>Computing</b>	IT Manager	Mr David Shaw
<b>Gardens</b>	Head Gardener	Ms Samantha Hartley
<b>Health and Safety</b>	Head Porter Junior Bursar	Mr Andy Keenan Mr Glen Sharp
<b>Library</b>	Head of Library Services	Mrs Jenni Lecky-Thompson
<b>Buildings and Maintenance</b>	Head of Buildings and Services	Mr Russell Waller
<b>JCR</b>	JCR President	Mr Jacob Smith
<b>MCR</b>	MCR President	Mr Will Lloyd-Regan
<b>Porters/Security</b>	Head Porter Deputy Head Porter	Mr Andy Keenan Mr Matt Blacknell
<b>Public Room Bookings</b>	Acting Conference & Events Manager	Ms Jane Telfer
<b>Supervisions</b>	Directors of Studies Senior Tutor	Dr Clare Jackson
<b>Tutorial Office</b>	Tutorial Office Manager Tutorial Registrar	Miss Julie Powley Miss Rosie Ince

## Student Complaints Procedure: Formal Complaint form

### Use this form if:

- you are a student of Trinity Hall (the “College”) who has either: matriculated; or is on a course of study leading to the award of a degree, diploma or certificate of the University, or you are PDRA at the College;
- you are dissatisfied with the College’s action or lack of action, or the standard of service provided by or on behalf of the College during your time as a student or PDRA. This can include matters relating to academic provision, postgraduate supervision, College tuition, College facilities or the behaviour of College staff;
- the matter you wish to complain about has affected you.

### Before completing this form you should:

- read the Student Complaints Procedure and the Policy for handling personal information (Appendix 1) at: <https://www.trinhall.cam.ac.uk/about/college-governance/college-policies/>;
- seek advice or support from a Tutor, the Senior Tutor, the Harassment and Discrimination Officer, or the Student Advice Service ([www.cambridgesu.co.uk/support/advice](http://www.cambridgesu.co.uk/support/advice)), or another source of advice/support;
- attempt to resolve your problem through Informal discussion, by speaking or writing to the member of staff responsible for the service, action or behaviour being complained about, if this is appropriate. Where it is appropriate, you are expected to attempt Informal Resolution as soon as the matter occurs and ideally within one calendar month of the matter occurring.

### You cannot use this form if you want to complain about:

- a breach of the College’s Rules of Behaviour – Report a Concern under the [Code of Discipline for Students and PDRAs](#)
- a University matter – use the University complaints procedure at: [www.studentcomplaints.admin.cam.ac.uk/student-complaints](http://www.studentcomplaints.admin.cam.ac.uk/student-complaints);
- examination results - find the right form at: [www.studentcomplaints.admin.cam.ac.uk/examination-](http://www.studentcomplaints.admin.cam.ac.uk/examination-)

### Deadlines for making a complaint:

- complaints should be made within one calendar month of the matter arising, or within 30 days of the conclusion of Informal Resolution (explained above), where you think that Informal discussion is appropriate. Complaints made after these deadlines will be considered late;
- if you wish the College to consider a late complaint then you will need to include a valid reason and evidence for lateness in addition to your complaint. You will then be informed either that your reason for lateness has been considered valid or that your complaint is out of time.

### Things to remember when submitting a complaint:

- complete all sections of the form and include all evidence you wish to be considered by the College;
- submit all documents to [StudentComplaints@trinhall.cam.ac.uk](mailto:StudentComplaints@trinhall.cam.ac.uk);
- you will receive a response, by email, within 7 days confirming what action will be taken;
- if you are unsure or have any questions about the procedure you can contact the Compliance Officer at [StudentComplaints@trinhall.cam.ac.uk](mailto:StudentComplaints@trinhall.cam.ac.uk).

**1. Complete your personal details**

<b>Surname/Family name:</b>		<b>Title:</b>	
<b>First/Given name(s):</b>			
<b>Email/CRSid:</b>			
<b>Degree/Course of study:</b>			
<b>Start date of course:</b>		<b>Year of study:</b>	
<b>Tutor:</b>			

**2. Do you require reasonable adjustments to be made to this process or correspondence to be sent to an authorised representative because of your disability?** (If yes, please provide details of the adjustments or authorised representative and evidence of your disability.)

**3. If your complaint is about a matter that took place over one calendar month ago, or it has been over 30 days since Informal Resolution was attempted, please confirm your reason for lateness** (you need to include evidence of your reason).

**4. Please state the College department(s) or person(s) who are the subject of the complaint.**

**5. Please state clearly and concisely the nature and key points of your complaint.** Describe what has happened to give rise to the complaint; include key events, dates and other details.

6. Please state what action has been taken to try to resolve the complaint through Informal Resolution (under Stage 1 of the Procedure) or explain the reasons why Informal Resolution is inappropriate. Give details with dates and provide copies of relevant documentation.

7. Please provide a list of all items of evidence that you have submitted to be considered as part of the complaint, including any witness statements. The evidence that you supply must be complete, relevant and proportionate.

Evidence	Author of Evidence	Date of Evidence	Relevance of Evidence

8. Please state what outcome you are hoping to obtain following your complaint

9. Statement by Student (please tick to indicate your agreement with each statement):

I have read and understood the <a href="#">Student Complaints Procedure</a>	
I agree to the College handling my complaint and personal information in accordance with the Policy on the use of personal information under the Student Complaints Procedure. This will include sharing a copy of my complaint with staff involved in the complaint, so that they can respond to all aspects of my complaint.	
I confirm that any statement included in my application from someone supporting my complaint has been provided with the explicit consent of that person and their understanding that this information will be shared in accordance with the Procedure.	



<p>I agree that the College may inform my Tutor or Postgraduate Tutor that:</p> <ul style="list-style-type: none"><li>- I have initiated a complaint; and</li><li>- the outcome and reasons for the outcome of the complaint.</li></ul> <p><i>(You are not required to consent to this statement, it is optional)</i></p>	
<p>I understand that I should inform you immediately if any part of my complaint is being dealt with in a Court or Tribunal, or any other body.</p>	
<p>I declare that the information I have given on this form is true, correct and complete, to the best of my knowledge.</p>	
<p><b>Signed:</b> _____</p> <p><b>Date:</b> _____</p>	

**Submit this form and all evidence to [studentcomplaints@trinhall.cam.ac.uk](mailto:studentcomplaints@trinhall.cam.ac.uk)**

*You will receive a formal acknowledgment of your complaint normally within 7 days.*

## Student Complaints Procedure: Review form

### Use this form if:

- you are dissatisfied with the outcome of your formal complaint; and
- you are dissatisfied because of at least one of the permitted grounds for review:
  - a) the College made a significant administrative error(s) when considering the complaint, which was material or potentially material to the decision reached;
  - b) the complaint outcome was not reasonable, in that no reasonable person or body could have reached the same decision on the available evidence;
  - c) the availability of new evidence, which materially impacts the complaint outcome and which, for valid reasons, could not have been submitted at an earlier stage.

### Before completing this form you should:

- read the Student Complaints Procedure and the Policy for handling personal information (Appendix 1) at: <https://www.trinhall.cam.ac.uk/about/college-governance/college-policies/>;
- seek advice or support from your Tutor, a member of the Fellowship, or the Student Advice Service ([www.cambridgesu.co.uk/support/advice](http://www.cambridgesu.co.uk/support/advice)), or another source of advice/support.

### You cannot use this form if you:

- want to raise a complaint about a different matter to the one in your formal complaint form;
- are dissatisfied with the outcome of your formal complaint but not because of one of the permitted grounds. Instead, email [studentcomplaints@trinhall.cam.ac.uk](mailto:studentcomplaints@trinhall.cam.ac.uk) and explain that you are dissatisfied but without grounds for Review. You will then be issued with a Completion of Procedures letter, which may enable you to raise a complaint with the external ombudsman, the Office of the Independent Adjudicator.

### Deadlines for requesting a review:

- reviews should be requested within 28 days of being sent the formal complaint decision letter. Reviews requested made after these deadlines will be considered late;
- if you wish the College to consider a late request for review then you will need to include an evidenced valid reason for the lateness. You will then be informed whether your reason for lateness has been considered valid or that your request for review is out of time. If your request is out of time you will receive a Completion of Procedures letter.

### Things to remember when submitting a request for review:

- complete all sections of the form and include all evidence you wish to be considered;
- you should not include unnecessary information about other people in your request;
- submit all documents to [StudentComplaints@trinhall.cam.ac.uk](mailto:StudentComplaints@trinhall.cam.ac.uk);
- you will receive an email, within a week, confirming what next steps will be taken;
- if you have any questions contact [StudentComplaints@trinhall.cam.ac.uk](mailto:StudentComplaints@trinhall.cam.ac.uk).

**1. Complete your personal details**

<b>Surname/Family name:</b>		<b>Title:</b>	
<b>First/Given name(s):</b>			
<b>Email/CRSid:</b>			
<b>Degree/Course of study:</b>			
<b>Start date of course:</b>		<b>Year of study:</b>	
<b>Tutor:</b>			

**2. Do you require reasonable adjustments to be made to this process or correspondence to be sent to an authorised representative because of your disability?** (If yes, please provide details of the adjustments or authorised representative and evidence of your disability)

**3. If your request for review relates to a formal complaint decision that was sent over 28 days ago, please confirm your reason for lateness** (you need to include evidence of your reason for lateness).

**4. Please identify the grounds on which your request for review is based** (tick as appropriate):

a) The College made a significant administrative error when considering the complaint, which were material or potentially material to the decision reached; and/or	
b) the complaint outcome was not reasonable, in that no reasonable person or body could have reached the same decision on the available evidence; and/or	
c) the availability of new evidence, which materially impacts the complaint outcome and which, for valid reasons, could not have been submitted at an earlier stage.	



**5. Please set out clearly and concisely, the reasons for requesting a review.**

Explain how your reasons meet the grounds ticked above and if your review includes new evidence, explain why this evidence could not have been submitted at an earlier stage.

**6. Provide a list of any new evidence you wish to be considered with your request for review.** The evidence that you supply must be complete, relevant and proportionate. Do not provide evidence you have already submitted or received through the Procedure.

Evidence	Author of Evidence	Date of Evidence	Relevance of Evidence

**7. Please state what outcome you are hoping to obtain:**

**8. Statement by Student (please tick to indicate your agreement with each statement):**

I have read and understood the <a href="#">Student Complaints Procedure</a>	
I agree to the College handling my request for review and personal information in accordance with the Policy on the use of personal information under the Student Complaints Procedure. This will include sharing a copy of my request for review with staff involved in my complaint, so that they can respond to all aspects of my complaint.	
I confirm that any statement included in my application from someone supporting my complaint has been provided with the explicit consent of that person and their understanding that this information will be shared in accordance with the Procedure.	
I agree that the College may inform my Tutor or Postgraduate Tutor that: <ul style="list-style-type: none"> <li>- I have initiated a review; and</li> <li>- the outcome and reasons for the outcome of the review.</li> </ul> <i>(You are not required to consent to this statement, it is optional)</i>	
I understand that I should inform you immediately if any part of my review is being dealt with in a Court or Tribunal, or any other body.	
I declare that the information I have given on this form is true, correct and complete, to the best of my knowledge.	
<b>Signed:</b> ..... <b>Date:</b> .....	

Submit this form and all evidence to [studentcomplaints@trinhall.cam.ac.uk](mailto:studentcomplaints@trinhall.cam.ac.uk)

You will receive formal acknowledgement of your review request, normally, within 7 days.