

TrinityLearning Complaints Procedure

TrinityLearning is committed to working in an open and accountable way, listening and responding to the views of all our stakeholders. Part of this commitment is to respond professionally and positively to any complaint received from those involved with, or that come into contact with, our projects and services (e.g. volunteers, teachers, parents, churches).

This Complaints Procedure sets out the ways in which complaints received by TrinityLearning will be recorded and dealt with.

Information relating to complaints and concerns raised will be stored securely in line with our confidentiality and data protection policies.

Initial steps – informal complaint procedure

If you are unhappy about any aspect of TrinityLearning please speak to the Education Development Officer in the first instance, or, if the concern/complaint involves the Education Development Officer, then please speak to the Chair of Trustees.

We will take your concerns/complaint seriously and will do everything we can to give you a response straightaway. When the matter is more complicated, we will give you at least an initial response within 10 working days.

At each stage in the complaints procedure, TrinityLearning will keep in mind ways in which a concern or complaint can be resolved. It might be sufficient to acknowledge that the concern or complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- an apology;
- an explanation;
- an admission that the situation could have been handled differently or better;
- an assurance that the event complained of will not recur;
- an explanation of the steps that have been taken to ensure that it will not happen again;
- an undertaking to review TrinityLearning's policies in light of the complaint.

Next steps – formal complaint procedure

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Education Development Officer. If your complaint is about the Education Development Officer, please write to the Chair of Trustees.

All written complaints will be logged. You will receive a written acknowledgement within 5 working days.

Our aim is to investigate your complaint properly and give you a reply within 10 working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Our written complaint logging will include:

1. The date the complaint was made.
2. A brief description of the complaint.
3. Response details for the complainant.
4. Actions taken to resolve the complaint.
5. Who dealt with the complaint.
6. The date that the complainant was advised of the outcome.

If, after we have responded, you are not satisfied please write to the Chair of Trustees. They will report the matter to the full Board of Trustees, who will decide on any further steps to resolve the situation.

They will communicate their decision in writing within 10 working days. Unless there are exceptional extenuating circumstances, decisions made at this point are final and the grievance procedure will be considered as concluded.

Policy Adopted September 2020

Date policy reviewed:16th November 2023

Reviewed (minor changes) April 2026

Signed:

TrinityLearning Chair of Trustees

Date:

Next policy review date: April 2028