



## Trinity Foundation Feedback and Complaints Procedure

We welcome both positive and negative feedback. We are committed to ensuring that all our communications and dealings with the general public and our supporters are of the highest possible standard. We listen and respond to the views of the general public and our supporters so that we can continue to improve. We learn from complaints, use them to improve, and monitor them at our board meetings.

We aim to ensure that:

- It is as easy as possible to make a complaint
- We treat as a complaint any clear expression of dissatisfaction with our operations which calls for a response
- We treat it seriously whether it is made by telephone, letter, email or in person
- We deal with it quickly and politely
- We respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken.

### If you have feedback or a complaint

If you do have a complaint about any aspect of our work, you can contact Trinity Foundation in writing or by telephone. In the first instance, your comments will be dealt with by the relevant area Director or Manager. Please give us as much information as possible and let us know how you would like us to respond to you, providing relevant contact details. We are open five days a week from 9.00 am to 5.00 pm and closed between 1.00 pm and 2.00pm each day.

Contact details: Donna Mangan [alumni@tcd.ie](mailto:alumni@tcd.ie) PH: +353 1 896 2088  
Trinity Foundation, East Chapel, Trinity College Dublin, Dublin 2, Ireland.

### What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within seven days and do everything we can to resolve it within 21 days. If this is not possible, we will explain why and provide a new deadline.

### What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Director of Operations, David O'Shea. The Director of Operations will ensure that your appeal is considered at Trustee level and will respond within two weeks of this consideration by Trustees.

Director of Operations contact details: David O'Shea [OSHEADA@tcd.ie](mailto:OSHEADA@tcd.ie)