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Complaints Procedure Policy

At STC Higher Education we aim to provide a safe and caring environment to ensure that all students in our care are able to attain the best from their experience with us. This procedure aims to give customers the possibility to report/make a statement when something is unsatisfactory or unacceptable.

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Table of Contents

1. Introduction	2
2. Procedure.....	2
2.1 Stage 1	2
2.2 Stage 2	2
2.3 Stage 3	3
3. What If's?.....	3
3.1 What if the customer wants to remain anonymous?.....	3
3.2 What if the Customer wants to complain about marks?.....	3
3.3 What if the customer wants to complain on behalf of a group of students?.....	3
3.4 What if the customer does not have any evidence to support the complaint?	4
3.5 What if my evidence related to a third party?	4
3.6 What if the Customer recorded a conversation with the lecturer or any other member of the staff and wants to use it as evidence?.....	4
Complaint Form.....	5

1. INTRODUCTION

STC Higher Education aims to provide a safe and caring environment to ensure that all students in our care are able to attain the best from their experience at STC. For that purpose, it is important to allow the customers to log in a complaint whenever a situation is unsatisfactory or unacceptable. This procedure sets out how a complaint should be made and how it will be investigated. STC Higher Education aims for most complaints to be dealt with in a professional way and informally overcome with to the satisfaction of the person making the complaint.

Often, the best way to address a concern is to talk to the individual, their line manager or the appropriate department straight away. In that way, any misunderstandings can be sorted out immediately and a resolution can be reached much more quickly (Stage 1)

However, in the case that the outcome of Stage 1 is not deemed acceptable, this policy outlines the procedure to register an official complaint (Stage 2 and 3).

The complaint will be treated as confidentially as possible and STC will only release the information to those who need it in order to investigate and respond to the Customer's concerns.

STC Higher Education will retain the documents the Customer provided for 5 years after the relationship with STC has ended.

2. PROCEDURE

There are three stages to register a complaint. The Customer shall start by Stage 1 or 2.

2.1 Stage 1

The customer is advised to take up the complaint verbally with any member of the STC staff. If the customer is not satisfied with the outcome of the conversation or action taken, it shall proceed to Stage 2.

2.2 Stage 2

The customer is advised to take up the complaint directly with the Head of Department:

- *For Academic complaints: contact the Academic Manager (vanessao@stcmalta.edu.mt)*
- *For Administration complaints: contact the Administration Manager (paulinag@stcmalta.edu.mt)*
- *For Accounts, Marketing or Social Media complaints: contact the Executive Director (adelm@stcmalta.edu.mt)*
- *For Admissions and Sales Complaints: contact the Head of Institution (anapc@stcmalta.edu.mt)*

The customer can make a complaint in a variety of ways:

- Personal call – (+356) 21 453 200
- Letter – Block D, Triq Giorgio Mitrovich, Pembroke, PBK 1014
- Email – using the email addresses provided above

On receipt of a complaint, the Manager/Director will contact the complainant to clarify the issues raised and make an appointment to meet them if required. Details of all contact and discussions with the complainant will be fully recorded on STC official Complaints Record Form (pages 4 and 5).

Once the official complaints form is filled, the complaint will be investigated in accordance with agreed STC Higher Education standards. The customer will be contacted back within a maximum of 15 days with a full reply, or, if a more detailed investigation is needed, a progress report.

If the Customer is not satisfied with how the complaint was handled, he/she shall proceed to Stage 3.

2.3 Stage 3

The customer can defer the complaint directly to Mr. Alex Mizzi, a non-executive person, on: am@aplan.co.mt

The complaint will be investigated by the non-executive director, who will investigate the complaint in accordance with agreed STC Higher Education standards. You will be contacted back within a maximum of 15 days with a full reply, or, if a more detailed investigation is needed, a progress report.

3. WHAT IF'S?

3.1 What if the customer wants to remain anonymous?

STC Higher Education wants the customer to be able to raise an issue without feeling that it might affect future study or relationship with STC. If it is the Customer's wish to remain anonymous, the Manager shall respect that wish or advise the Customer when due to the investigations it is not possible to proceed without giving details of the Customer.

No anonymous complaints will be accepted.

3.2 What if the Customer wants to complain about marks?

Students shall use the Post results Services Policy. This policy guides students as to the best way how to request a marking review.

3.3 What if the customer wants to complain on behalf of a group of students?

It is possible to have a formal group complaint. All of the students will need to agree to acting on their behalf by sending an email to info@stcmalta.edu.mt. The students need to have been directly affected by the event mentioned in the complaint. A complaint response will be given to the group representative who will be expected to pass on the response to all group members.

3.4 What if the customer does not have any evidence to support the complaint?

STC will do their best to investigate the complaint but if the Customer does not have evidence to support the complaint, it will be often very hard to provide a full response to the complaint.

3.5 What if my evidence related to a third party?

If the evidence relates to a third party, the Customer must first obtain permission in writing from the individual in question to submit this to STC Higher Education. He/she must also provide us with a copy of their consent. If this is missing, the evidence will be returned directly to the Customer.

3.6 What if the Customer recorded a conversation with the lecturer or any other member of the staff and wants to use it as evidence?

It is against STC Higher Education's code of conduct to record any teaching session, including conversations with lecturers or with any other member of the staff, without their explicit permission. If no proof is given of the consent, the recording shall not be used. The Customer will also face disciplinary action for recording it without authorization.

Complaint Form

Date of complaint: _____ Time of complaint: _____

Name and Surname: _____

ID/Passport: _____

Mobile number: _____ Email address: _____

Nature of complaint: _____

Reported to: _____

When was the Manager notified of the complaint? _____

Action taken by the Manager: _____

Customer's signature _____

Manager's signature _____

Date report completed _____

UPDATE I to the investigation of the complaint (if required):

Was the investigation concluded? _____

Was the Customer notified? _____

Manager's signature _____

Date report completed _____

UPDATE II to the investigation of the complaint (if required):

Was the investigation concluded? _____

Was the Customer notified? _____

Manager's signature _____

Date report completed _____