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Complaints Policy

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

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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. This policy sets out how a complaint should be made and how it will be investigated. STC Higher Education aims for complaints to be dealt with in a professional manner.

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 required to investigate and respond to the Customer's concerns.

2. PROCEDURE

There are two stages to lodge a complaint:

2.1 Stage 1

Complaints can be lodged verbally with any member of the STC staff. If a satisfactory outcome of the conversation or action taken cannot be reached, an individual may proceed to Stage 2.

2.2 Stage 2

You can take up the complaint directly with the Head of Department:

- For Academic matters: Academic Leader
- For Administration: Mr Alessandro Garcia
- For Accounts, Marketing or Social Media: Ms Ana Pace Bonello

You can make your complaint in a variety of ways:

- Personal Call
- Letter
- Email

Upon receipt of a formal complaint, the person in charge will contact the complainant to clarify the issues raised and set up a meeting, if required.

3. FURTHER DETAILS

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.

Anonymous complaints will not be accepted.

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

It is possible to have a formal group complaint. The Class Representative should be the person in charge of putting forward the complaint on behalf of the class or group of students. Should the Class Representative not be available for any reason, all the students concerned need to agree on the representative acting on their behalf. 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.

An individual cannot take it upon themselves to speak on behalf of the group without prior consent of the individuals involved if they are not the Class Representative.

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

STC will do their best to look into the complaint, however without any supporting evidence STC cannot ensure that a thorough investigation would be possible.