

STA Complaints Procedures

If you are in anyway dissatisfied with the service provided please put your complaint in writing to enable us to fully address the issues that you raise.

Please write to:

STA Complaints, Anchor House, Birch Street, Walsall, West Midlands, WS2 8HZ

Receipt of Complaint

STA will only deal with complaints in writing and from the complainant; STA cannot deal with third party complaints. If a complaint is not in writing or from a third party STA will write to inform the complainant of these requirements.

Receipt of Complaint in Writing

Within 7 days STA will:

- Acknowledge the complaint and indicate actions to be taken and time line
- Open a complaints file
- The CEO will determine the severity of the complaint and take one of the following actions:
 - a) **Child protection issue:**
 - i. Suspend member from the STA and write to the member advising of the actions taken and seeking a full explanation
 - b) **Serious or repeated failings in tutoring or examining:**
 - i. Suspend member as a tutor and examiner and write to the member advising of the actions taken and seeking a full explanation
 - c) **General complaint about a course:**
 - i. Write to the member seeking a full explanation
- Copies of the letter will be placed in tutor's file, the course file and the Registration department advised
- In the case of a. and b. above, the membership computer will be flagged pending a final outcome
- In the case of a. Above, the Trustees will be informed immediately

Receipt of Response from Defendant

STA will expect a full response within 14 days; STA will:

- Acknowledge the response within 7 days
- The CEO will review the response and forward the lead trustee:
 1. The complaint
 2. The STA standard letter
 3. The response
 4. A copy of the complaint form
 5. Examiner Feedback Form
 6. Tutor Feedback Form
 7. Candidate Feedback Forms
 8. Any other relevant information

Initial Deliberations

Within 14 days the CEO and the lead Trustee will discuss the documents and agree on a course of action, which will be one of the following:

1. In the case of a child protection issue, ratify suspension in accordance with the Articles of Association of STA
2. In the case of a serious or repeated breach:
 - a. Agree that the complaint is unfounded, or
 - b. Request further clarification from either or both parties, or
 - c. Revoke the status, or
 - d. Require moderation, or
 - e. Require restrictions (e.g. only co-tutor until moderated), or,
 - f. Call in both or one of the parties for interview, or
 - g. Take any other appropriate action

3. In the case of a general complaint:
 - a. Agree that the complaint is unfounded, or
 - b. Request further clarification from either or both parties, or
 - c. Revoke the status, or
 - d. Require moderation, or
 - e. Require restrictions (e.g. only co-tutor until moderated), or,
 - f. Call in both or one of the parties for interview, or
 - g. Take any other appropriate action

STA will advise the defendant of the agreed course of action and seek confirmation within a further 7 days.

Appeals

If the defendant does not accept the CEO's and lead Trustee's agreed decision, they have 14 days to lodge an appeal. Any appeal must be submitted in writing, setting in detail the grounds of the appeal and agreeing to be bound by the result.

If an appeal is lodged, the complainant shall be informed that the action has gone to appeal.

An appeal committee shall be informed consisting of Trustees that were not involved in the earlier deliberations who will meet within 14 days.

The following papers shall be sent to the appeal committee:

- The complaint
- The STA standard letter
- The response
- A copy of the complaint form
- The appeal documents
- Examiner Feedback Form
- Tutor Feedback Form
- Candidate Feedback Forms
- Any other relevant information

The appeal committee will meet and take one of the following actions:

- Uphold the initial decision
- Uphold the appeal
- Request further information
- Request one, or both, parties attend an interview
- Take any other appropriate course of action
- Any other relevant information

Appeals to the Regulatory Body

If the complainant or defendant, being an STA tutor, examiner or course candidate is dissatisfied with the Appeals Committee decision he/she may appeal to the appropriate Regulatory Body (Ofqual or SQA Accreditation).

File Closing

The complainant and the defendant shall be informed of the decision, in writing, within 7 days of the final action and the membership computer and tutor files will be updated to reflect the outcome. There shall be no further appeals.

Timelines

Action	Maximum Time
Receipt of complaint in writing	
Acknowledgement, file creation, request for further information	Plus 7 days
Response from defendant	Plus 14 days
Initial deliberations	Plus 14 days
Advise complainant of outcome	Plus 7 days
Maximum time for appeal	Plus 14 days
Appeal hearing	Plus 14 days
Advise complainant of outcome	Plus 7 days