

# Complaints Procedure and Policy

COMPLAINTS PROCEDURE AND POLICY | Sports Therapy UK 2017

## Introduction

1. This policy describes how Sports Therapy UK (S.T.UK) will handle any complaints and provides students with guidance of the complaints procedures. Sports Therapy UK will not investigate a complaint where another policy exists for dealing with the subject of the complaint. For example, if you wish to appeal against an exam or assessment result, this is dealt with under our **Appeals Procedure & Policy** which can be found under Policy Docs in the Student Centre on our website: <http://www.sportstherapyuk.com/student-centre>
2. A complaint is *'An expression of dissatisfaction with an aspect of the service provided by S.T.UK, which is deemed to have fallen below your expectations and our own standards'*.
3. S.T.UK aims to address complaints reasonably, to the students' satisfaction, at the earliest possible opportunity. In doing so, there is an expectation that students and S.T.UK will raise and handle a complaint at the informal stage, before an investigation is conducted at stage 2.
4. S.T.UK is constantly looking at ways to improve its' procedures. Therefore, where S.T.UK finds opportunities to improve processes and procedures following the outcome of a complaint, it may do so. This may not be considered an admission of fault in relation to any one complaint.

## Complaints about Sports Therapy UK

5. The following gives details of how to proceed where students wish to complain to SPORTS THERAPY UK. If you have concerns about the conduct of SPORTS THERAPY UK in relation to our status as an approved training centre for VTCT, please refer to **Appendix B** for guidance on how to proceed.
6. Complaints or concerns over the outcome of an exam or assessment should be considered as an academic appeal and handled under the **Appeals Procedure & Policy** (signposted above).
7. Complaints will not normally be investigated at stage 2 of the complaints procedures if they are not raised within 3 months of the date of the action/s that led to the complaint. However, S.T.UK may still investigate these complaints.
8. Complaints will follow a three stage process:
  - Stage 1 (Informal)
  - Stage 2 (Investigation)
  - Stage 3 (Formal referral to VTCT)

## How to complain

### 9. Stage 1 (Informal)

- a. A student may raise a complaint verbally or in writing, about a service, directly with the member of staff responsible for that service or via the administration office email address: [info@sportstherapyuk.com](mailto:info@sportstherapyuk.com).
- b. Where a complaint is received in writing, S.T.UK will acknowledge a complaint within 2 working days, and respond to the complaint, in writing, within 7 working days of receipt.
- c. Students will be informed advance, where S.T.UK expects a delay in providing a student with a response to their stage 1 complaint.
- d. If at this stage, a student is dissatisfied with the response to a complaint they may refer to stage 2 of the complaints procedures.
- e. Should S.T.UK find it appropriate to investigate a student complaint raised at stage 1, S.T.UK reserves the right to progress a complaint to stage 2 of the complaints procedures.
- f. Where a complaint at this stage is about the conduct of a member of staff, S.T.UK will seek to resolve the issues via informal mediation with the staff member & student involved.

### 10. Stage 2 (Investigation)

- a. If a student is dissatisfied with outcome to a complaint handled at stage 1 of these procedures, they may write to S.T.UK outlining their complaint, and reason for their continued dissatisfaction.
- b. S.T.UK will not normally investigate concerns that have not already been raised at stage 1 of the complaints procedures
- c. A stage 2 complaint must be provided within 3 months of being notified of the outcome to their stage 1 complaint.
- d. In order for a complaint to be considered at stage 2, the following must be provided:
  - Details of complaint (i.e. What it is about and how it happened)
  - Your contact details, including name, telephone number and email address
  - How you would like the complaint resolved
- e. S.T.UK will acknowledge a complaint received at stage 2, within 2 working days and seek to provide students with an outcome within 20 working days of receipt. This allows adequate time to fully investigate a complaint.
- f. Where a complaint is about or relates to the conduct of a staff member, S.T.UK may need to interview staff or students involved.
- g. Where S.T.UK becomes aware that it is not able to provide a response to a complaint within 20 working days or receipt, students will be notified and provided with a date upon which they may expect a response.

### 11. Stage 3 (Formal referral to VTCT)

- a. If a student remains dissatisfied with the outcome of a stage 2 complaint investigation have the right to escalate their complaint to VTCT.
- b. A complaint will not be handled by VTCT until a student has received the outcome of an investigation into their complaint at stage 2 of these complaint procedures.
- c. If a student wishes to complain to VTCT, they may find the Complaint Policy & Procedures on the VTCT website: [www.vtct.org.uk](http://www.vtct.org.uk) or by clicking the link below: [www.vtct.org.uk/download/complaints-policy-2/complaints-policy-and-procedure/](http://www.vtct.org.uk/download/complaints-policy-2/complaints-policy-and-procedure/)
- d. Complaints with VTCT can be made via [complaints@vtct.org.uk](mailto:complaints@vtct.org.uk)

