

STC views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at STC knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

#### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of STC.

#### Where Complaints Come From

Complaints may come from any person or organisation that has a legitimate interest in STC. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from a member of staff, who should use STC's Discipline and Grievance policies.

#### Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

#### Responsibility

Overall responsibility for this policy and its implementation lies with the directors of STC.

#### Review

This policy is reviewed regularly and updated as required.

Adopted on 01/01/2015