



Complaints Procedure



Student complaints: an introduction

We are committed to providing an excellent service and we are continually working to raise the quality of this. If, for any reason, you are not satisfied with the service you receive, please tell us so that we can make improvements.

Once you have decided that it is a complaint rather than an appeal, then there are a series of steps that you can take. The first step is informal in nature and we would hope to be able to resolve any issues at this stage. We believe that it is in everyone's interest, if possible, to resolve complaints as quickly, as near to the source of the issue and as informally as possible.

However, if you are not satisfied with the initial response then you can escalate your complaint to step 2, step 3 or step 4. Each step will need to be progressed through and represents a more formal and serious stage of complaint.

How we will handle your complaint

- You will be treated fairly and courteously
- We will always aim to resolve your complaint where possible
- We will not discriminate against you in the future because you have complained
- We will use information gathered from complaints to improve our service in the future
- Your complaint will be treated confidentially
- All complaints will be investigated fully
- We will give you a contact name and telephone number.

Complaint or appeal?

A complaint differs from an appeal.

A complaint is defined as "the expression of a specific concern about the provision of a course/ module, or programme of study, or a related academic service". It differs to critical feedback in requiring a specific response or outcome to the complaint.

An academic appeal is defined as "a request for the review of a decision of an academic body charged with decisions on student progression, assessment and awards".¹

For academic appeals see the separate document "Appeals Procedure".

Complaints procedure

We have a four step complaints process:

Step 1: Informal complaint

Step 2: Written complaint

Step 3: Formal complaint to the awarding body, STEP

Step 4: Appeal to the Professional Development Committee, STEP

¹ QAA UK Quality Code, Advice and Guidance: Concerns, Complaints and Appeals.

Step 1

We would hope that most problems could be resolved informally by contacting the person, either orally or in writing, with whom you have been dealing. If however, you are not satisfied that the problem has been resolved or handled to your satisfaction, you may wish to go to step 2.

Throughout the process we would encourage you to keep notes of the meetings you have.

Step 2

If you are unhappy with the response you have received at step 1 then you can make a complaint in writing or by email to:

CLT International
Fort Dunlop
6th Floor
Fort Parkway
Birmingham
B24 9FD
England

Email: cltinternational@centlaw.com

Your complaint should set out:

- the details of your complaint, explaining what you think went wrong and what you feel would put things right.
- what action has been taken to date to deal with your complaint
- your name and address.

If you are unhappy with writing a letter or email, you can telephone and ask a member of staff to take notes of your complaint. You should make sure you agree with the information that has been recorded and receive a copy for your own reference.

We will provide a full written reply within 15 working days from when we receive your complaint. If it is not possible to give you a full written reply within this time, for instance your complaint requires more detailed investigation, we will give you an interim response telling you what is being done to deal with your complaint, when you can expect the full reply and from whom.

Step 3

If you are not satisfied with the response at step 2 then you can write to:

Director of Profession
Society of Trust and Estate Practitioners (STEP) Worldwide
Artillery House (South)
1119 Artillery Row
London
SW1P 1RT
United Kingdom

Email: pd@step.org

You will need to enclose/attach copies of any correspondence to date.

The Director of Profession, who is responsible for all Professional Development at STEP, will acknowledge receipt of your complaint within 5 working days and tell you when you can expect a full response.

You may be asked to speak in person or by telephone to the Director of Profession so that your case can be fully understood.

Step 4

If you are still dissatisfied your case will be referred to the STEP Professional Development Committee for a final internal review. Once the committee has heard your case and made a decision, the internal procedures will have been exhausted.

You will receive a formal written statement outlining the outcome reached once the process has reached a final conclusion.

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