



## Comments, Compliments & Complaints

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### *Comments*

We are enthusiastic about receiving feedback describing the experience of being a student on a STA course. At the end of every STA Course students are invited to complete a voluntary feedback form, to give rating on issues such as value for money, clarity of explanations, *etc.*, and to offer suggestions on how the course might be improved. This is entirely optional but please be aware that this sort of feedback has helped steer the development of our courses since their first delivery in 1996, with all good and feasible suggestions implemented if possible. Also be assured that we really do appreciate honest and constructive feedback, even that which finds fault with what we are currently delivering.

### *Compliments*

If there is something that you particularly like about your course or one of our tutors, please tell us. By letting us know what you think has been done well, we can improve the experience of other students.

### *Complaints*

**Informal complaints:** any complaint that is made verbally, or in any way other than described in the formal complaint paragraph below, is classified as an informal complaint. If you have a problem with any element of your course, please speak to a tutor or the specific course administrator to explain why you are not happy and what the problem is. We will do our best to resolve the issue as soon as possible. If it is not possible to resolve your problem, or to do so within a short space of time, you will be advised of this and perhaps recommended to submit your problem as a formal complaint.

**Formal complaints:** these should be submitted in writing so that we have a formal record of all elements of the complaint and its resolution. The complaint should be addressed to the specific course administrator by email with the subject header marked "STA complaint". You should expect to receive a written response within five working days. If your complaint is likely to take longer than this to sort out, we will send a response explaining that this is the situation and advising you on why that is, and when you can expect to receive a full response. If the course administrator is not able to resolve the matter fully and you feel you would like a deeper level review at the end of that process, then you can ask the STA administration team to look into the matter further, to ensure you were dealt with fairly and appropriately.

**External resolution:** if you are not happy with the way we choose to resolve your complaint, or do not believe that you have been treated fairly, you may be able to take your complaint to other astrological organizations (such as the Advisory Panel on Astrological Education: <http://apae.org.uk/>), or you can ask your Local Government Ombudsman or the Trading Standards Institute to investigate. Usually, the Local Government Ombudsman and TSI will only get involved if you have been through the stages of our own formal complaints procedure. Details of these services in the UK can be found online at: <https://www.lgo.org.uk/making-a-complaint> <http://www.tradingstandards.gov.uk>