

Maple STC - Complaints Policy

At Maple STC, we are committed to providing high-quality education and services. We value feedback and take complaints seriously as an opportunity to improve our programs, platform, and student support.

1. Purpose

This policy outlines the procedure for students, parents, or stakeholders to raise concerns or complaints regarding any aspect of our services.

2. What Can Be Complained About

Complaints may include (but are not limited to):

- Issues with course content or delivery
- Technical problems on the learning platform
- Delayed communication or lack of support
- Coordinator or tutor behaviour
- Administrative errors or misunderstandings (e.g., billing, invoicing, or payment)

3. Complaint Submission

Complaints should be submitted in writing and include the complainant's full name, course or program name, and a clear description of the issue. Complaints can be submitted via:

Email: management@maplestc.com or phone: **+84 (0) 899166156**

4. Complaint Handling Process

- We will acknowledge receipt of the complaint within **3 working days**.
- The issue will be reviewed by the relevant department or management team.
- A formal response will be provided within **7–10 working days**. If the issue requires more time, we will inform complainant of the expected timeline.
- If appropriate, corrective action will be taken, and follow-up communication will be made to ensure the issue is resolved to the student's satisfaction.

5. Appeals

If complainant is not satisfied with the outcome, he/she may request a formal review by senior management; if complaint is about course content or delivery, he/she have the right to write directly to the program provider, ABE, and all appeals must be submitted in writing within **5 working days** of receiving the initial response.

6. Confidentiality and Fairness

We keep all complaints private and deal with them fairly. Learners will not be treated unfairly for making a complaint honestly.

If you have any concerns, we encourage learners to communicate with us directly so we can work together toward a positive resolution.