

Sydney Alexander Technique

Complaints Procedure

Terms

“SAT” means Sydney Alexander Technique

“Student” means a participant at any Sydney Alexander Technique training event

“Director” refers to Director of Training, Greg Holdaway

“Assistant Director” refers to Assistant Director of Training, Alan Capel

“The Teacher” refers to the teacher leading the training event

SAT will attempt in good faith to resolve any issue affecting any student related to their study. This includes in the first instance access to confidential discussions with the Director or Assistant Director, who will attempt to resolve issues fairly and in a timely fashion. If however the matter of concern is not resolved, the student has access to a more formal complaints procedure.

1. Should a student wish to make a formal complaint or appeal it should be reported in writing to the Director and the student will be given the opportunity to formally put their case to the Director or Assistant Director in person. The student may invite a third party to assist them in putting their case if they so desire.
2. Within seven working days SAT will provide the student with written documentation of all actions and outcomes, which arise in response to the grievance or appeal including full reasons for any decision SAT may make.
3. Should a student be dissatisfied with the school's response to a complaint the Director and the student will mutually attempt to use the human resources available within SAT to come to a resolution.
4. **Formal Resolution - External Professional Mediator appointed**
Formal dispute resolution may be requested after all appropriate forms of informal resolution have been sought. The student can request mediation in writing. SAT will contact the Institute of Arbitrators and Mediators Australia (IAMA) Dispute Resolution Centre in NSW to arrange for an accredited independent professional Mediator.
5. In consultation with the Mediator all costs associated with mediation are to be agreed to by both parties in advance.
6. Mediation will be organised within 14 working days and the outcome of this mediation will be known at the end of the mediation session.
7. The Mediation can be held at an agreed location.
8. Both parties will commit to resolving the complaint.
9. The Mediator will document all outcomes of mediation.
10. At completion of the Mediation, both parties must sign an *Agreement* agreeing to the outcomes.