



ABM Training Centre

Complaints Procedure

Version: 1:1

Date: 04/02/25

1. Purpose

The ABM strives to provide excellent services at all times. However, if there is an occasion when this does not happen, this Complaints Procedure provides a transparent and structured process for customers, members, and learners to raise concerns regarding their experience with the Training Centre. This ensures that issues are addressed promptly, fairly, and in alignment with ABM policy, ILM accreditation standards and UK consumer protection laws.

2. Scope

This procedure applies to all individuals using the Training Centre's services, including:

- Learners enrolled in ILM-accredited or CPD courses.
- ABM members engaging with training resources.
- Business mentors and organisations using Training Centre services.

Complaints may relate to:

- Quality of training, course content, or delivery.
- Customer service issues.
- Administrative or technical problems with course access.
- Behaviour or professionalism of trainers, assessors, or staff.
- Breach of ABM policies, ethical guidelines, or ILM requirements.

It does not apply to learners who wish to appeal any assessment decisions. The process for appealing these decisions is laid down in the ABM Learner Appeals Policy.

3. Complaints Process

Stage 1: Informal Resolution

Individuals are asked to raise concerns informally in the first instance.

- Contact the Training Centre via training@associationofbusinessmentors.org
- Clearly outline the issue and how you would like it resolved.
- The Training Centre Team will investigate and attempt to resolve the matter within 5 working days. If more time is required, this will be communicated with the reasons why.

If the issue is not resolved or the complainant remains dissatisfied, they may proceed to a formal complaint.

Stage 2: Formal Complaint

If an informal resolution is not successful, a formal complaint can be submitted in writing to the Training Centre Coordinator via email.

How to Submit a Formal Complaint:

- Email: training@associationofbusinessmentors.org
- Subject Line: **Formal Complaint – [Your Name]**
- Include:
 - Full name and contact details.
 - Details of the complaint (date, time, nature of issue).
 - Any previous steps taken to resolve the issue.
 - Supporting evidence (emails, documents, screenshots).
 - Desired outcome (e.g., refund, course reassessment, service improvement).

Investigation Process:

- The complaint will be acknowledged within 5 working days.
- A senior Training Centre representative will review the case.
- Additional information may be requested from the complainant.
- A written response with the outcome will be provided within 10 working days of the Stage 2 complaint being received. If more time is required, this will be communicated to you with the reasons why.

Stage 3: Appeal and Independent Review

If the complainant is not satisfied with the formal response, they may escalate the complaint for an independent review.

- Requests for an appeal must be submitted within 10 working days of receiving the formal response.
- The complaint will be reviewed by an independent panel, including:
 - 2 senior representatives of ABM outside of the Training Centre team.
- The panel will review all evidence and provide a final decision. The decision will be issued within 15 working days of receipt of the Stage 3 complaint.

4. Further Action

If a complainant remains dissatisfied after completing all internal complaint stages, they may:

- Refer the issue to ILM (for ILM-accredited courses).
- Escalate the matter to a relevant regulatory body if legal rights have been affected.

5. Record-Keeping & Confidentiality

- All complaints will be documented and retained for three years for audit and quality improvement purposes.
- Complaints will be handled confidentially, and raising a complaint will not affect an individual's future access to Training Centre services unless it is proved to have been made in a vexatious manner, in which case individuals may not be able to continue to receive ABM Training Centre's services.

6. Policy Review

This policy will be reviewed every three years, or earlier should the need arise.

Document Version History			
1.0	29/01/2025	Liz King	First Draft
1.1	04/02/2025	Liz King	Incorporated Feedback