

# ABM Complaints Policy

As the professional body for business mentoring, standards and ethics are at the core of what the ABM stands for. High standards in business mentoring matter, not only for our members but also for the businesses they support. These standards help ensure that professional business mentors are experienced, qualified, and trusted partners to the business community.

All ABM members commit to following the ABM Code of Conduct when they join. This Code reflects the Global Code of Ethics for mentors, coaches, and supervisors, which the ABM is proud to be just one of twelve signatories.

To help us uphold these standards, the ABM has implemented a formal complaints policy. Mentees or other professional business mentors may submit a formal complaint if they believe an ABM member has failed to adhere to the ABM Code of Conduct. Such complaints will be handled through the ABM's formal Complaints Procedure, which can be found below.

## ABM Membership Categories

This policy document relates to the following ABM membership categories:

- Affiliate Members
- Members
- Fellow Members

Each category is issued with a badge that signifies that their respective membership is current:



From time to time, ABM provide membership benefits to accommodate group schemes that might be subject to alternative codes of conduct, an example of this is a service extended to Help to Grow Mentors (a national government support programme) and where the following badge is issued:



People that fall into this category are subject to a separate Code of Conduct and complaints process. The ABM does not have sole jurisdiction over the complaints process. For more information, or to make a complaint about a mentor on Help to Grow, please contact [hello@helptogrowmentor.com](mailto:hello@helptogrowmentor.com).

## Scope of Complaints

Please note that the ABM can only accept complaints regarding a mentor's (or ABM Member who is providing supervision) ethical conduct or professional behaviour, not the specific advice or guidance provided during mentoring sessions. For example, complaints may relate to breaches of confidentiality, inappropriate behaviour, or failure to act in accordance with the ABM Code of Conduct.

## Complaints Process Overview

Complaints will be reviewed by the ABM Head of Professional Standards & Quality Assurance (IQA Lead). If a resolution cannot be sought, the complaint will go to the ABM's Professional Standards Committee. Both parties will be kept informed throughout the process. The outcome of the investigation will be communicated to all parties within a defined timeline.

## Outcomes and Escalation

If a complaint is upheld, ABM may take actions such as issuing warnings, suspending membership, or, in severe cases, removing a member from the organization. If a complainant is unsatisfied with the resolution, they may appeal the decision in line with the Complaints Procedure.

# ABM Complaints Process

## Purpose & Scope

Underpinning the ABM's code of conduct and our professional expectations is our commitment as a signatory to the Global Code of Ethics for Coaching, Mentoring and Coaching & Mentoring Supervision. The purpose of the ABM Complaints process is to help the organisation, uphold the standards of professional conduct as guided by the code and the ABM's interpretation of the code with regard to business mentoring.

With this aim in mind, all ABM mentors adhere to the [ABM code of conduct](#), which in turn will help protect the general public when using the services of an ABM mentor. However, from time to time, disputes may arise and as such this complaints policy and procedure has been produced to enable a resolution to such a complaint.

## Complaint Resolution

The aim of this process is to restore relationships between the complainant and the mentor, while ensuring accountability. All efforts should first be made to resolve issues directly between the parties before submitting a formal complaint to the ABM.

## Submitting a Complaint

Complaints can be submitted by:

- Mentees, sponsors, or students regarding the professional behaviour of an ABM member
- ABM members concerning other ABM members

Where complaints do not relate to the ABM code of conduct, the ABM cannot take the matter further and will formally advise the Complainant and Member accordingly.

To submit a complaint please email [enquiries@associationofbusinessmentors.org](mailto:enquiries@associationofbusinessmentors.org) and add a subject "Complaint".

## Initial Review

The IQA lead will review the complaint form and contact the complainant within 7 working days weeks to clarify or request additional information if necessary. The IQA Lead will inform the ABM member involved and provide them with a copy of the complaint. All complaints will be registered in the ABM Complaints register and have an incident report number associated with the complaint.

If the complaint has not yet been raised directly with the ABM member, the complainant will be encouraged to try to resolve the issue through discussion or independent mediation. Any resolution should be confirmed in writing to both parties and the IQA Lead. If the IQA Lead cannot resolve the complaint the ABM's Professional Standards Committee will review it. The Complainant will hear from the ABM IQA Lead within 21 days of the outcome.

## Review by ABM Professional Standards Committee (PSC)

The PSC is an independent panel of ABM Members. It will review the complaint received by the Director and will respond to the complainant within 30 working days. It will decide if:

- There has been a breach of the ABM Code of Conduct
- The member's behaviour brings the ABM or the profession into disrepute

If no breach is found, the case will be closed, and both parties will be informed. If a breach is found, appropriate actions or sanctions will be determined, which could include further training, supervision, or membership removal. Both parties will be informed in writing of the outcome.

## Disciplinary Actions

Actions can include warnings, restrictions on membership (including reducing membership level or rights to access an ABM project/opportunity), or membership termination, depending on the severity of the breach.

The ABM will publish a summary of decisions on its website. The name of the complainant will be anonymous. The summary will include the nature of the complaint, the process and the outcome.

## Appeals

The complainant may appeal in writing within 21 working days to the ABM CEO, stating their grounds. No new evidence will typically be accepted unless in exceptional circumstances. The appeal will be reviewed by the CEO, an ABM Board Director, and two ABM members with no prior involvement in the case. A decision will be made within 30 working days of receiving the appeal notification and communicated to both the complainant and the ABM member. The CEO's findings will be final and binding.

## Confidentiality

All complaints are handled confidentially.

## Non-Admissible Complaints

Complaints will not be acted upon if they are:

- Submitted anonymously
- Not related to an ABM an ABM member as identified by the ABM membership categories.
- Related to events older than 12 months
- Missing required information
- Subject to or resolved by court proceedings
- Relates to a matter that has previously been the subject of a complaint to another professional body where the complaint was not upheld.

If a complaint is non-admissible the complainant will be informed of this as soon as possible. The complaints procedure is then terminated.