



The Association of Business Executives Complaints Procedure

The Association of Business Executives (ABE) is committed to providing an excellent quality of service to its members, accredited colleges, examiners and other stakeholders. We value your views and aim to make continuous improvements on the services we offer to you. ABE welcomes BOTH positive and negative feedback and recognise that this feedback gives ABE the opportunity to improve its services that it offers.

ABE aims to provide the highest level of service to all our customers. However, in the event that you are not satisfied with ABE's service or product offering, you are able to contact ABE.

To enable ABE to handle your complaints in the most effective way possible, we would ask you to follow the THREE stages defined below.

Principles of the procedure

To ensure the complaints process is effective, the following principles are applied throughout the complaints process:

Fairness

A fair complaints procedure that ensures everyone is treated equally

Courtesy

Communication that is based on mutual respect, trust and courtesy

Accessibility

A complaints procedure that is easy to understand, easy to access and is well publicized

Effectiveness

The complaints procedure is monitored and reviewed to ensure that it continues to be effective

Attentiveness

ABE will listen to your complaint and you can be assured that we will act accordingly

This procedure does not cover:

Separate procedures are in place to deal with matters associated with the assessment processes, for example, issues concerning results. There is a separate procedure for this and is called Enquiries about Results (EAR).

How to complain

Stage one:

In the first instance you should seek to resolve the matter with the relevant individual and/or department. If this initial approach has been followed and you are still not satisfied with the outcome, you should progress to stage two.

Stage two:

If you are dissatisfied with the outcome of stage one:

Contact ABE by using the Customer feedback mechanism on the ABE website:
complaints@abeuk.com

OR

Write to:

The Complaints Department
The Association of Business Executives (ABE)
5th Floor, CI Tower, St. George's Square
High Street, New Malden
Surrey
KT3 4TE UK

Please note: To help ABE to reply to your complaint in good time, please provide full details as to the nature of your complaint, and where appropriate, your student membership number

ABE staff will deal with complaints in the following manner:

- The complaint will be logged and assigned a reference number eg 'Com?' by the Quality and Assessment Manager
- The complaint will be passed to the responsible department and/or the most appropriate ABE staff member (e.g. Examinations, Registrations, Qualifications, Education, Accreditation etc.) by the Quality and Assessment Manager
- When the complaint is received via the Customer feedback mechanism complaints@abeuk.com a 'holding' response is automatically generated
- ABE anticipates that a full response to all types of complaint can be provided within **10 working days**. However, on rare occasions, another holding email or letter may be required after the initial 10 working days have elapsed.

Stage three

If you remain dissatisfied with the outcome of stage two you may escalate your complaint to the Director of Education. Applications to the Director of Education should be in writing (and include any relevant documents), and be received within 15 working days of receiving the results of the stage two complaint. All correspondence should be addressed to the 'Director of Education' at the address above.

Receipt of your application will be acknowledged within **5 working days**.

The complaint will be re-investigated by the Director of Education and a full response will be provided within **15 working days** of receiving your application, after which ABE will consider the complaint 'closed'

Where appropriate, the Director of Education will provide a full explanation of any relevant errors and details of any remedial action taken.

The number and nature of all complaints will be reviewed quarterly by the Executive Team and where appropriate, actions, within specified timescales, will be taken.