



AABC POLICY AND PROCEDURES

COMPLAINTS AND DISPUTES HANDLING POLICY AND PROCEDURE

Objective:

AABC has a genuine concern for all program participants and is committed to providing them with a quality educational and training experience. The objective of our policy regarding complaints and disputes is to ensure that the concerns and complaints of participants are addressed justly and are resolved promptly.

Procedures

AABC is committed to resolving issues at the first point of contact whenever possible. Participants are encouraged to seek an informal resolution of their complaints/disputes directly with the faculty, administration or individual(s) involved. Most often a complaint can be resolved in this way.

However, if an informal approach is neither successful nor advisable, the participant is advised to follow the following procedure.

Participants may file a formal written complaint to the AABC administrator Sheryl.Phillips@aabc-certification.org who will immediately notify all members of the Academic Review Committee dedicated to complaint/dispute resolution.

The complaint should contain (at a minimum) the date and time of the alleged conflict or dispute, the reason(s) for the complaint, a summary of the complaint, a list of other persons who may provide information and any appropriate documentation and details of any steps already taken to resolve the complaint. The complainant must also include the resolution or outcome expected. The complaint must be submitted within ten (10) business days of the alleged conflict or action.

Any personal information collected while working to resolve a complaint will be used solely for the purpose of resolving the complaint. Personal information will be protected from disclosure unless the participant consent to such disclosure.

The complainant has the right to make inquiries about the current status of a complaint at any time by contacting AABC.

Arbitration

Members of the Academic Review Committee will review written complaint submitted to the committee for arbitration and then communicate with the complainant and others named in the complaint

Resolution

AABC is committed to resolving complaints within fifteen business days of you lodging a complaint, however this may not be possible in all circumstances. If we are unable to resolve a complaint within fifteen business days the complainant will be informed of the reason for the delay and will be provided with a specific date when your complaint can be finalized.

The Academic Review Committee will jointly decide on a resolution and notify the complainant in writing of their decision.

Documentation

Records of all complaints and their resolution will be documented and the records will be secured by the AABC Administrator. Record of all complaints will be kept on file and utilized for continuous improvement process and monitoring. All personal information will be recorded in accordance with relevant privacy regulations.