

## Complaints Procedure [Updated October 2024]

**Introduction:** The ABA Collective, LLC values feedback and is committed to resolving complaints regarding our certification programs effectively.

**Initial Contact and Complaint Registration:** Complaints can be registered via our website or directly at [info@theabacollective.com](mailto:info@theabacollective.com).

**Investigation and Resolution:** A thorough review will be conducted to understand the issue and determine an appropriate resolution.

**Escalation and Follow-Up:** Complaints requiring further attention may be escalated internally, and all resolutions will be followed up to ensure satisfaction.

**Recording and Analysis:** All complaints will be logged for trend analysis and service improvement.

**External Options:** Alternative dispute resolution options will be available if satisfaction is not achieved.

**For further details or to file a complaint, contact us directly at [info@theabacollective.com](mailto:info@theabacollective.com).**