

Customer Service Statement

ABBE is committed to providing an excellent service to our customers. As part of our Customer Service commitment, we will respond to all communications within **five** working days.

Complaints

We aim to ensure that the service provided by ABBE is of the highest standard. However, we recognise that there may be instances where a centre or learner wishes to complain about an aspect of ABBE's service.

Should a centre or learner wish to raise a complaint about the service provided by ABBE, this should be sent in writing via email to the ABBE Enquiries team at:

abbeenquiries@bcu.ac.uk