



Complaints Form

Please complete the relevant sections below and return the form as set out at the end.

The Institute for Advanced Learning and Metacognition (IALM) aims to provide a high standard of service. If you are unhappy about any aspect of our service or your experience with the Institute, please tell us by completing this form. It will help us to put things right and to improve. Please read it alongside the IALM Complaints Policy.

Your details

Name	
Membership number (if applicable)	
Telephone number	
Email address	
Date of complaint	

Details of your complaint

Please describe clearly and concisely what your complaint is about — what happened, when, and who was involved.

Steps already taken, and why the matter remains unresolved

Please include any previous steps taken to resolve the complaint (if applicable).

Evidence in support of your complaint

Please list any supporting evidence; copies should be attached to this form.

The outcome you are seeking

Please state what you would like us to do to put things right.

Anyone at the Institute you have already dealt with on this matter

Signed: _____

Date: _____

How to return this form

Please return your completed form, with any supporting evidence, to Fabian Lord, Director at info@theialm.org or by post to Institute for Advanced Learning & Metacognition, 23 Old Oak Gardens, Walton Le Dale, Preston, PR5 4BF, U.K.

If your complaint is about the professional conduct of a member, or is an appeal against a decision on membership or grading, please see the IALM Complaints Policy, which explains the correct route for your concern.

The information you provide will be handled confidentially and processed in accordance with the IALM Privacy Policy.