



Complaints & Appeals Policy

Last reviewed: August 2026

Our commitment

Connected Babies is committed to providing high-quality, respectful and professional training.

We want learners to feel able to raise questions, concerns or complaints openly and without fear of being treated differently or disadvantaged as a result.

We also recognise that there may be occasions when a learner disagrees with an assessment decision or believes that a process has not been applied fairly.

This policy explains how concerns, complaints and assessment appeals will be handled.

Our aim is to resolve concerns fairly, respectfully and, wherever possible, at the earliest appropriate stage.

What is a complaint?

A complaint is an expression of dissatisfaction about the service, experience or conduct associated with Connected Babies training.

This might relate to:

- the quality or delivery of training;
- communication or administration;
- the conduct of a trainer or another participant;
- accessibility or reasonable adjustments;
- discrimination, harassment or inclusion;
- course information or expectations;
- the way a previous concern has been handled; or
- another aspect of a learner's experience with Connected Babies.

Connected Babies

3, The Stables, Radlett Lane

Radlett, Herts. WD7 9AE

+44 7778 343 188

crystal@connectedbabies.co.uk

www.connectedbabies.co.uk



A complaint is different from an assessment appeal, which is explained later in this policy.

Informal concerns

Many concerns can be resolved quickly through conversation.

Where learners feel comfortable doing so, we encourage them to raise a concern directly with Connected Babies as soon as possible.

Sometimes there may have been a misunderstanding or something that can be corrected immediately.

However, learners are not required to attempt informal resolution where they do not feel comfortable doing so, particularly where a concern relates to discrimination, safeguarding, serious misconduct or the trainer personally.

Making a formal complaint

A learner who wishes to make a formal complaint should contact Connected Babies in writing.

The complaint should include, where possible:

- what happened;
- when it happened;
- who was involved;
- any relevant supporting information; and
- what the learner would like us to consider or do in response.

We do not expect a complaint to be written in legal or formal language. The important thing is that we can understand the concern.

Reasonable adjustments can be made to the complaints process where required. If writing a complaint creates an accessibility barrier, please contact us so that an alternative method can be agreed.

Connected Babies

3, The Stables, Radlett Lane

Radlett, Herts. WD7 9AE

+44 7778 343 188

crystal@connectedbabies.co.uk

www.connectedbabies.co.uk



How complaints will be handled

We will aim to:

- acknowledge a formal complaint on receipt;
- consider the complaint fairly and with an open mind;
- give relevant people an appropriate opportunity to provide information;
- maintain confidentiality as far as reasonably possible;
- keep appropriate records;
- communicate the outcome clearly; and
- identify any learning or changes to practice that may be appropriate.

We aim to provide a substantive response within **20 working days** of receiving a formal complaint.

Where a matter is complex or requires information from another organisation, this may take longer. If so, the learner will be informed of the reason for the delay and given an indication of when a response can be expected.

Complaints about the trainer

We recognise that Connected Babies is a small training provider and that there may be circumstances in which the complaint relates directly to the trainer who would ordinarily receive the complaint.

A learner is not expected to resolve a serious complaint directly with the person they are complaining about.

Where a learner does not feel that it is appropriate or possible to raise their concern directly with Connected Babies, or where they remain dissatisfied following our complaints process, they may contact the **International Association of Infant Massage (IAIM)**.

Connected Babies

3, The Stables, Radlett Lane

Radlett, Herts. WD7 9AE

+44 7778 343 188

crystal@connectedbabies.co.uk

www.connectedbabies.co.uk



For matters relating to IAIM instructor training, students may contact:

Rachel Younger

IAIM Educational Coordinator 2024–2026

Email: educationalcoordinator@iaim.net

Telephone: +972 54 777 4811

This provides learners with a route to raise relevant concerns outside Connected Babies.

What is an assessment appeal?

An assessment appeal is a request for an assessment decision to be reviewed.

An appeal may be appropriate where a learner believes that:

- the published assessment criteria have not been applied correctly;
- an assessment process has not been followed appropriately;
- relevant evidence has not been considered;
- an agreed reasonable adjustment was not appropriately implemented;
- an administrative error has affected the outcome; or
- there is another specific reason why an assessment decision may be unfair or incorrect.

An appeal is **not simply a request for a different result because a learner is disappointed with an assessment outcome.**

Before making an assessment appeal

Where appropriate, learners are encouraged first to ask for clarification or feedback about an assessment decision.

We want learners to understand what was required, what evidence was considered and, where further work is permitted, what needs to be demonstrated.

Asking for clarification does not affect a learner's right to make a formal appeal.

Connected Babies

3, The Stables, Radlett Lane

Radlett, Herts. WD7 9AE

+44 7778 343 188

crystal@connectedbabies.co.uk

www.connectedbabies.co.uk



Making an assessment appeal

A formal appeal should normally be made in writing within **20 working days** of the learner being notified of the assessment decision.

The learner should explain:

- which decision they are appealing;
- why they believe the decision or process should be reviewed; and
- any relevant information or evidence they would like considered.

Reasonable adjustments to the appeals process will be provided where required.

Considering an appeal

An appeal will involve reviewing the assessment decision, relevant evidence, applicable assessment criteria and the process that was followed.

Possible outcomes may include:

- the original decision being upheld;
- work being reconsidered or reassessed;
- additional evidence being considered where appropriate;
- an assessment process being repeated;
- a reasonable adjustment being reconsidered; or
- the original decision being changed.

Submitting an appeal does not guarantee that an assessment result will change.

Learners will be informed of the outcome and the reasons for the decision.

Connected Babies

3, The Stables, Radlett Lane

Radlett, Herts. WD7 9AE

+44 7778 343 188

crystal@connectedbabies.co.uk

www.connectedbabies.co.uk



Escalating an assessment appeal

Where a learner remains dissatisfied after Connected Babies has reviewed an assessment appeal, and the assessment relates to an IAIM qualification or training requirement, the learner may escalate the matter to the **International Association of Infant Massage**.

Students may contact:

Rachel Younger

IAIM Educational Coordinator 2024–2026

Email: educationalcoordinator@iaim.net

Telephone: +972 54 777 4811

Any subsequent review will be subject to the relevant IAIM policies, procedures and requirements.

Complaints involving discrimination or accessibility

Complaints concerning discrimination, harassment, racism, accessibility or reasonable adjustments will be taken seriously and considered alongside our **Equality, Equity, Inclusion, Anti-Racism & Accessibility Policy**.

A learner will not be disadvantaged because they have requested a reasonable adjustment, raised an accessibility concern or made a complaint about discrimination or inclusion.

Safeguarding concerns

A safeguarding concern may need to be handled differently from an ordinary complaint.

Where information indicates that a baby or child may be at risk of harm, our **Safeguarding Children Policy** will take precedence and information may need to be shared with an appropriate safeguarding authority.

A safeguarding concern does not need to complete the complaints process before protective action can be taken.

Connected Babies

3, The Stables, Radlett Lane

Radlett, Herts. WD7 9AE

+44 7778 343 188

crystal@connectedbabies.co.uk

www.connectedbabies.co.uk



Confidentiality

Complaints and appeals will be handled as confidentially as reasonably possible.

Information will normally only be shared with people who need it in order to understand, investigate, respond to or review the matter.

There may be circumstances in which information must be shared because of safeguarding, legal, regulatory or professional responsibilities.

Personal information relating to complaints and appeals will be handled in accordance with our **Privacy & Data Protection Policy**.

Fairness and non-retaliation

No learner will be penalised or treated less favourably simply because they have raised a genuine concern, made a complaint or exercised their right to appeal an assessment decision.

Equally, making a complaint does not prevent Connected Babies from maintaining appropriate academic, professional, behavioural or assessment standards.

We expect everyone involved in a complaint or appeal to communicate respectfully. However, a person will not be disadvantaged merely because a complaint is strongly expressed or raises difficult issues.

Learning from complaints

Complaints and appeals are not viewed simply as problems to be defended against.

Where a concern identifies an opportunity to improve our communication, accessibility, teaching, assessment or other practice, we will consider what changes may be appropriate.

Where appropriate, we will also reflect relevant learning in future training, policies or procedures.

Connected Babies

3, The Stables, Radlett Lane

Radlett, Herts. WD7 9AE

+44 7778 343 188

crystal@connectedbabies.co.uk

www.connectedbabies.co.uk



Records

Appropriate records of formal complaints and appeals, their consideration and their outcomes will be retained securely in accordance with our data protection responsibilities.

Information will only be retained for as long as there is an appropriate reason to keep it.

Policy review

This policy will be reviewed at least annually and sooner where:

- IAIM requirements or procedures change;
- relevant legislation or guidance changes;
- a complaint or appeal identifies a need for review; or
- there are significant changes to Connected Babies training or assessment processes.

Last reviewed: August 2026

Next review: August 2027

Crystal Miles

Founder – Connected Babies

Connected Babies

3, The Stables, Radlett Lane

Radlett, Herts. WD7 9AE

+44 7778 343 188

crystal@connectedbabies.co.uk

www.connectedbabies.co.uk