

## **City and Guilds Complaint Procedure**

Our policy as the Link2Create hub is, in the first instance, to expect the micro centre to deal with any complaint when it arises, as it may be that the issue is micro centre related rather than a City and Guilds matter. If a complaint is escalated to City and Guilds and it transpires that the problem is centre related, City and Guilds will refer the matter back to the centre, requesting a full and detailed 'audit trail' of the facts.

We would anticipate that, when an issue arises, the micro centre would inform Link2Create that they are dealing with a complaint and let us know the general nature of the complaint, If the matter cannot be resolved between the candidate and the micro centre or as the complaint is processed by the micro it becomes clear that it is a City and Guilds issue we would require full details of the circumstances surround the complaint and actions taken by the micro so that we are in possession of all the facts should we be required to deal directly with the candidate. This would need to include assessment dates, written feedback given to the candidate, IV sampling of candidate work, EV sampling, copies of complaints made in writing by candidate and so on, as necessary depending on the specific details of the complaint.

## **Contact Us**

Initial Contact with Link2Create Online will be via the [administration@link2create.com](mailto:administration@link2create.com) address FAO Sue Cox.

Once students are enrolled on their course a secure password will be issued to enable access via the SIGN IN link to course materials. For assessment purposes you will be registered with City & Guilds and e-mail contact will be established with your personal tutor.

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