

Complaints Procedure Policy

City and Guilds Complaint Procedure Our policy as City & Guilds Independent Training Provider (Inkberrow Design Centre IDC)

in the first instance, to expect the centre to deal with any complaint when it arises, as it may be that the issue is with the 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 IDC centre would inform City & Guilds London, 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 IDC centre or as the complaint is processed by the IDC 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 IDC 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, as necessary depending on the specific details of the complaint.

Contact IDC Brenda Killigrew Centre Director I will be starting the investigation into the nature of the complaint. Once students are enrolled on their course and for assessment purposes you will be registered with City & Guilds and e-mail contact will be established with your personal tutor

Brenda Killigrew September 2020 Complaints procedure Inkberrow Design Centre