

## Disputes and Appeals

Where a decision or action taken by the NROSO Support Team cannot be resolved, the member should proceed as follows:

1. Put the complaint or appeal with supporting documentation in writing for the attention of the Customer Service Operations Manager,
  - by email to 'nrososupport@cityandguilds.com'
  - *or*
  - by post to City & Guilds, 4 Red Hall Court, Wakefield, WF1 2UN
2. Within 5 working days of receipt you will receive an acknowledgement
3. Within 15 working days of receipt you will receive a response, or you will be contacted in the meantime for further facts and evidence
4. If the Customer Service Operations Manager requires support from the NROSO Advisory Board for any decision, they should contact Board member(s) via email initially
5. If the complainant remains dissatisfied with the outcome, he/she can further request that the complaint is referred to the NROSO Advisory Board whose decision will be final

### **Disclaimer**

City & Guilds cannot accept any liability for costs, inconvenience or compensation in relation to individual membership or applications for membership to the Register. However, City & Guilds will use its best endeavours to remedy any administrative failures or misinformation as quickly as possible once it has been made aware of the detail of the issue.

### **Cost**

City & Guilds reserves the right to recoup its costs of the Disputes and Appeals procedures from persons found to be in breach of the Code of Conduct.