



Lancashire Assessment Centre Ltd

Candidate Complaints and Appeals Summary

If you have a complaint arising from any dissatisfaction with the performance of this CAC or you wish to appeal against any decision made by the Assessor please read the summary below:

1. Please discuss your concerns with the Assessor or CAC secretary.
2. If not satisfied you can request a full copy of LAC complaints and Appeals procedure.
3. Your complaint or appeal must now be lodged in writing. Please complete the Complaints and Appeals Form (retain a copy for your records) and return it to:

Jonathan Robinson
Lancashire Assessment Centre
Rural Business Centre
Myerscough College
Bilsborrow
Preston
PR3 0RY.

Tel: 01995 642151
Fax: 01995 642156
Company Reg No. 06203544
Email ó lacrobinson@btinternet.com
Website -www.lancashire-ac.org

4. The CAC is committed to processing your complaint or appeal and informing you of the outcome within a maximum of 55 working days. The actual time will depend on the nature of the complaint or appeal.
5. There will be no charge for processing complaints or appeals by candidates.
6. If you are still not satisfied with the outcome of your complaint or appeal you have a second line of recourse to City & Guilds NPTC.
7. You may request a form from your CAC or from City & Guilds NPTC direct a copy of the Complaints and Appeals procedure.
8. As before your complaint or appeal must be in writing. If you have retained a copy send to the address below:

City & Guilds Land Based Services
Building 500
Abbey Park
Stareton
Warwickshire
CV8 2LY.