

Learner escalation communication channels

As a **career opportunity platform**, Guild is collaborating with partners like you to improve equitable access to opportunity for a diverse population of employer-sponsored, working adults. We have intentionally designed support systems and escalation channels to ensure all parties are **invested in learner success**. Guild is committed to providing excellent service to members and partners.

What channels exist for a Learner to connect with Guild?



Call

Guild's toll-free 1-800 number:
1-800-985 4027



Chat

Live Chat (accessible once a student logs in to the Guild portal)



Submit

Webform submitted via Guild's Help Center

What channels exist for a partner to connect with Guild?

As one of Guild's Partners, direct general questions to your Guild point of contact. If a learner isn't getting the desired response from Guild, as the Partner you may email

individual learner or bulk concerns to escalations@guildeducation.com to escalate support on their behalf.

Only learners should use the webform link.



Looking for more information on the support Guild offers?
Read: [Overview of Guild teams and support services](#)