

IELTS Complaints Policy

The IELTS Partners are committed to providing services to our customers to the highest global standard. We want to hear from you when you feel we haven't met your needs as complaints help us to improve our products, services and test takers' experience. We strive to resolve any area of dissatisfaction or complaint that you have in a fair and timely manner.

How can complaints be made?

If your IELTS experience has not gone the way you expected, the first step is to speak with your test centre. In most cases your test centre will be able to resolve your issue directly. If you are unable to contact your centre for any reason, you can contact us by following the link: <https://www.ielts.org/info-pages/contact-us/online-enquiry-form>

Contact us as soon as possible with your complaint. The sooner we can start investigating your case, the easier it will be to gather all the information needed to provide a full response. Where possible, we encourage you to contact us with your complaint on the day of your test or prior to results release.

How do we deal with complaints?

We are committed to offering you the best service we can and work to resolve matters quickly and fairly. All complaints received are dealt with seriously and impartially.

Your complaint will be dealt with in the strictest confidence, in line with our Privacy Policy. Information about you will be shared internally, only as necessary to investigate and resolve your complaint. We will only disclose your information to third parties with your consent, or if we are legally required to do so.

What types of complaints do we deal with?

We welcome your contact about any IELTS service offered. This can include (but is not limited to):

- an issue or inability to register for a test
- an issue with the way the IELTS test was conducted on test day
- inappropriate staff and/or examiner conduct
- a delay in the release of results
- a decision for a withheld result or malpractice outcome.

Complaint-handling principles

We are continually improving our services and, where possible, will address your complaint at the first point of contact.

We recognise that some cases will need further investigation and if your complaint is referred to our Complaints team we will let you know we've received your complaint within three business days and aim for a full resolution within 10 business days.

It may not be practical or possible to resolve your escalated complaint within 10 working days. In this case, the Complaints team will let you know and talk to you about a revised timeline for resolving the issue.

Please note: Our Complaints Policy is subject to the requirements of laws in force at the test venue, including Consumer Protection laws and relevant legal proceedings.