

## IELTS Customer Feedback Form

Navitas English Test Centres are committed to providing excellent customer service to all of our customers and candidates within the guidelines and procedures required by our test partner. We welcome your compliments, complaints and suggestions. Your feedback is important to us and will help us improve both our administrative service and our test day delivery.

You will find space on the back of this form for detailed feedback. Please send your completed feedback forms to [IELTS@hawthornenglish.vic.edu.au](mailto:IELTS@hawthornenglish.vic.edu.au) (Melbourne) or [IELTS@navitas.com](mailto:IELTS@navitas.com) (Sydney).

**Type of feedback** (Please [✓] as appropriate)

Compliment <input type="checkbox"/>	Suggestion <input type="checkbox"/>	Complaint <input type="checkbox"/>
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To help us in responding to you, please include your email address with your feedback. We will respond as quickly as possible. However, in some cases we may need to consult our test partner and this may result in a delay in our response. We aim to respond to all complaints within 5 working days.

**Centre:** Hawthorn-Melbourne or NETC Sydney (please circle your test centre)

**Test date** (if applicable): \_\_\_\_\_

**Your full name:** \_\_\_\_\_

**Your candidate number** (if known): \_\_\_\_\_

**Your email:** \_\_\_\_\_

<i>Question</i>	<i>Please ✓ as appropriate</i>		
	<i>Not Satisfied</i>	<i>Neutral</i>	<i>Satisfied</i>
Staff members were courteous, professional and helpful	☹	☺	☺
I was assisted in a timely manner	☹	☺	☺
I was given the personal attention I wanted	☹	☺	☺
Staff members were knowledgeable about IELTS policies and able to answer my questions	☹	☺	☺
Please describe your overall experience at this test centre	☹	☺	☺

