

Complaint Form for Test Takers

For use by test takers

You should use this form to describe the nature of your complaint. If you are making a complaint about an incident on test day, this form must be submitted on the same day. No complaint can be processed after your results have been released by your test centre.

PERSONAL DETAILS

TEST DATE:	/	/
TEST TIME:		
NAME:		
CANDIDATE NUMBER:		
TELEPHONE:	EMAIL:	

Please provide detailed information describing your complaint. You should also mention during which part of the test the problem occurred. How could we improve your customer experience?

FOR USE BY IELTS ADMINISTRATOR

How will this complaint be addressed?

SIGNED: _____ DATE: / /

PLEASE NOTE THAT RESULTS CANNOT BE ISSUED UNTIL THE COMPLAINT HAS BEEN INVESTIGATED AND RESOLVED.: