

## **Feedback Policy**

If you would like to make a complaint in regard to the test centre's IELTS administration, service or procedures please follow the guidelines below.

### **Test Day Feedback or Complaint**

Candidates are advised that all complaints must be made in person and in writing on the IELTS test day. If you wish to make a complaint on test day please fill in the **Complaint Form for Candidates** at the test venue following the test completion. Your complaint will remain confidential.

Procedure:

- Please locate an IELTS staff member and indicate that you want to make a complaint. We will provide you with the **Complaint Form for Candidates**.
- Complete the form with the details of your complaint and give it to the Test Centre Administrator or Test Day Supervisor. The form must be submitted at the venue on the same day as the test before you leave the test venue

**Note: No complaints relating to the delivery of the test can be processed after your results have been released by the test centre.**

Your complaint will be reviewed and responded to within 3 working days detailing what action is being taken or providing an explanation to you. Test results cannot be released until the complaint has been resolved.

### **Customer Service, feedback or other complaints**

If you feel that you have not received satisfactory customer service or assistance with regard to your IELTS application or test please write to: IELTS Test Centre Administrator, Heartland International English School, 206-294 William Avenue, Winnipeg, Manitoba R3B 0R1 or send an email to [ielts@heartlandenglish.com](mailto:ielts@heartlandenglish.com). We will endeavor to respond to your complaint, in writing, within 72 hours. Please also note: Heartland International English School is an official IELTS test centre; if you feel that you are not satisfied with the outcome of your complaint, you can forward your details to the IDP IELTS head office.

We welcome your feedback to help us assess how we are meeting your expectations. Please feel free to contact us with any suggestions, general comments or complaints. We will review all correspondence and respond promptly.