

Complaints Procedure

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.

On the test day:

Candidates are advised that all complaints must be made in person and in writing on the IELTS test day. Candidates should locate a member of IELTS staff with regard to their complaint. Candidates will be issued an IELTS Test Day Complaint Form which must be filled in on the test day and handed to the Test Day Supervisor. Please note your complaint will remain confidential and Folkuniversitetet Gothenburg's IELTS test centre will write to you within 3 business days of your complaint.

Customer Service, feedback or other complaints:

If you feel that you have not received satisfactory customer service or assistance with regard to your IELTS query, application or test please send an email to

ielts.goteborg@folkuniversitetet.se

Or write to us:

IELTS
Folkuniversitetet Gothenburg
Norra Allégatan 6
Box 2542
403 17 Göteborg

We will respond to your complaint, in writing, within 3 business days of your complaint.

Please note: Folkuniversitetet Gothenburg is an official IELTS test centre; if you feel that you are not satisfied with the outcome of your complaint, you may contact the IELTS organization by following this [link](#).