



# IELTS™

## Complaint Form for Candidates

### *For use by candidates*

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.

Centre number and name: | \_\_\_\_\_

Test date: | \_\_\_\_\_

Candidate's name: | \_\_\_\_\_

Candidate's number: | \_\_\_\_\_

Nature of complaint: | \_\_\_\_\_

Please provide detailed information describing your complaint. You should also mention during which part of the test the problem occurred.

| \_\_\_\_\_  
 | \_\_\_\_\_  
 | \_\_\_\_\_  
 | \_\_\_\_\_  
 | \_\_\_\_\_  
 | \_\_\_\_\_  
 | \_\_\_\_\_  
 | \_\_\_\_\_  
 | \_\_\_\_\_  
 | \_\_\_\_\_

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***For use by IELTS Administrator***

Complaint is Justified – Yes / No | \_\_\_\_\_

Please outline why | \_\_\_\_\_

| \_\_\_\_\_  
 | \_\_\_\_\_  
 | \_\_\_\_\_

How will complaint be addressed? | \_\_\_\_\_

| \_\_\_\_\_

Signed: | \_\_\_\_\_ Date: | \_\_\_\_\_

*Please note that results cannot be issued until the complaint has been investigated and resolved.*