



Complaints Procedure

Why your feedback is important to us

We value all customer feedback so we can continually improve our services.

What is a complaint?

A complaint is an expression of dissatisfaction which requires a formal response. We will investigate complaints if you believe you have received a less than satisfactory experience before, during or after your exam.

Complaints must be submitted in writing as soon as possible, either on the day of the exam or immediately after (within 24 hours).

Complaints are usually resolved by the Head of Cambridge English Exams. If it is necessary, the matter will be escalated to the Examinations Centre Director or Managing Director.

Details of your complaint

In order to deal with your complaint as quickly as possible, please provide the following information (as appropriate):

- your name and contact information
- your candidate number
- the date of your exam
- the name of the venue
- an outline of the complaint.

Complaints about exam results

If your complaint relates to your results or a suspected Malpractice case, you can request a Results Enquiry or an Appeal from Cambridge Assessment English via our centre. For more information, please visit the [Cambridge Assessment English website](#).

How to contact us

Renata Havrillova

exams@wimbledon-school.ac.uk

020 8971 9342

Our commitment to you

- All complaints will be acknowledged within **one** working day of receipt.
- We aim to provide a full response within **five** working days.
- We will aim to resolve your complaint as soon as possible but in cases where we need to investigate further, we will let you know when you can expect a resolution.

If you remain dissatisfied

If you remain unhappy with our resolution to your complaint, you can also contact [Cambridge Assessment English](#).