

IELTS Candidate Feedback Form

(This form is not intended for issues pertaining to the IELTS exam itself or the conduct of the exam on exam day e.g. concerns about IELTS test scores, incidences of suspected malpractice. Candidates who wish to have their test scores reviewed should fill out the 'Request for Enquiry of results Form'. Candidates who have an issue about the content of the exam or IELTS exam day procedures should ask to fill out a 'Complaint form')

The Centre recognizes that issues will occasionally arise at the centre and that candidates may wish to give feedback to help the centre improve the candidate experience.

The Feedback process is candidate driven and the following steps will guide candidates through the procedure: *Feedback will be responded to by the administrator in writing within four (4) business days of receiving this form, except in extenuating circumstances which, in the opinion of the Centre, would justify an extension. All candidates and stakeholders are eligible to register feedback.*

1. Candidates should first approach the centre staff and attempt to resolve an issue on their own if possible. Many issues can be solved quickly at this stage. The Centre encourages candidate to ask to consult with the Centre Administrator. If the Concern is resolved at this stage, no further action is required and the matter will be considered resolved. The form does not need to be submitted.
2. If the concern is not resolved, or if the candidate is not comfortable approaching the person in question, then the following process will apply:

Where to Direct Your Feedback:

➔ **Scan and email this form to the Administrator at IELTSVictoria@gvenenglish.com**

- i. The candidate should present the Administrator with this form detailing what actions have occurred to date. If a group of candidates have appointed a spokesperson(s) to represent them, a separate sheet must be attached and each candidate must sign the sheet indicating agreement.
- ii. The Administrator will respond to the candidate by email within four (4) business days and offer to meet with the candidate within 10 days of receiving the Feedback Form. If the Administrator deems it necessary to contact a staff member in question and reveal the candidate's name, the candidate will be notified prior to contact being made by the Administrator.
- iii. The Administrator will complete the appropriate section on the reverse of this form identifying what measures will be implemented to resolve any concern.
- iv. The candidate/spokesperson must also sign this section indicating whether or not they agree with the recommended measures for resolve. If the concern is resolved at this stage, the signed form is kept on file for a period of two (2) years.
- v. If the candidate is not in agreement with the outcome, the candidate shall request the matter be referred the Chief Operations Officer of Global Village Victoria for final resolve.
- vi. The Administrator will forward the completed form to the Chief Operations Officer within three (3) business days of the request. The Administrator will contact the candidate within five (5) business days of receipt of the form to begin resolution proceedings. The decision of the Chief Operations Officer is final.

➔ **CONTACT INFORMATION – TO BE COMPLETED BY THE CANDIDATE SUBMITTING THE FORM. PLEASE PRINT CLEARLY.**

Centre Name/Number:	CA 253	Test Date:	
Candidate Name:		Candidate Number:	
Telephone Number:		Candidate Email:	

→ Please describe situation in clear, simple terms. Attach a separate sheet of paper if necessary.

When and where did this occur? Location, date, time:
Who was involved?
Did anyone else see/hear what happened? Please provide names and telephone numbers, if possible.
What do you think is a reasonable resolution to this situation?
Describe what actions you undertook to resolve the situation: <i>Include measures that were implemented in attempting to resolve the issue, including who you met with, dates of these meetings and why the outcome isn't satisfactory. Attach separate sheets if required.</i>

By signing below, I acknowledge that the statements made herein, to the best of my knowledge, are accurate, complete and truthful. Once signed, please take this completed form to the IELTS Administrator.

Candidate Signature: _____	Date: / /
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This section is for test centre use only. Please record the actions that were implemented to resolve this situation with the candidate. Include measures that were implemented in attempting to resolve the issue, including all meeting dates and attendees. Attach separate sheets if required.
CANDIDATE AGREEMENT TO ABOVE RESOLVE: YES <input type="checkbox"/> NO <input type="checkbox"/>
CANDIDATE SIGNATURE: _____ DATE: _____
IELTS ADMINISTRATOR SIGNATURE: _____ DATE: _____