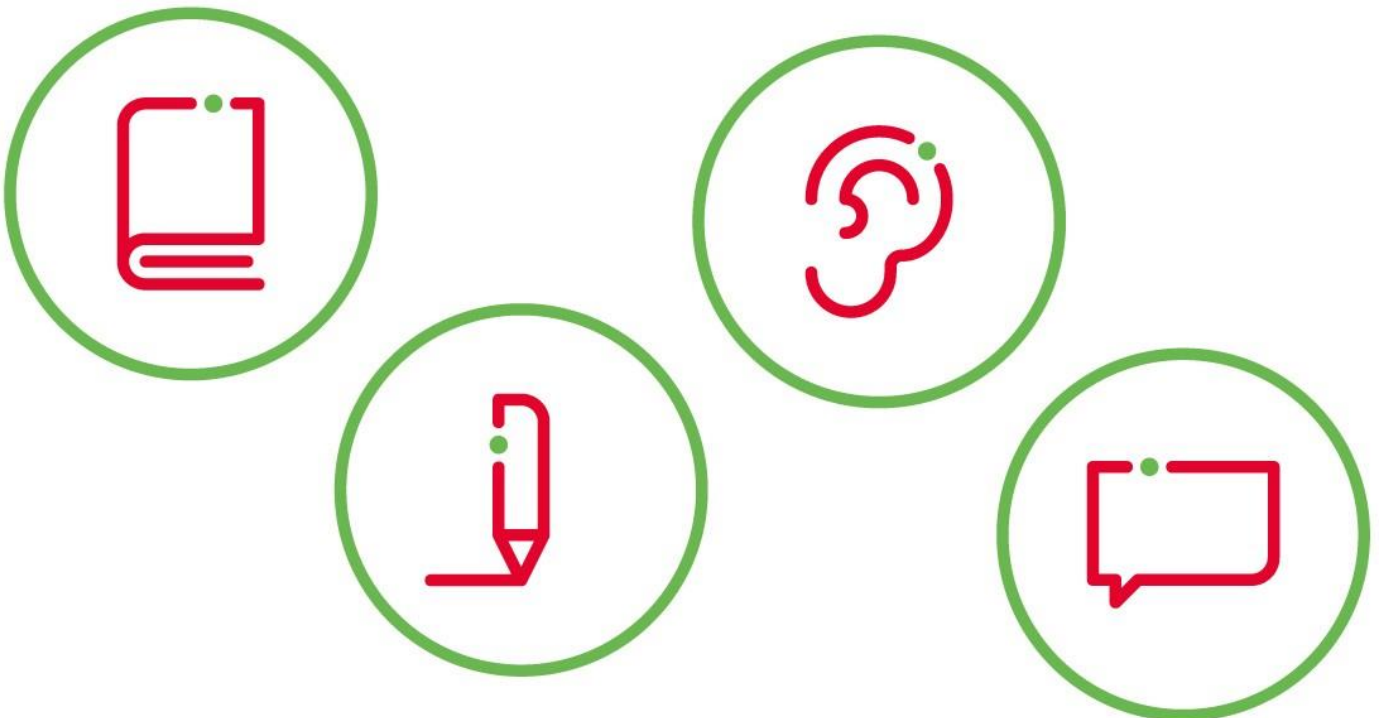


Aptis ESOL

Complaints policy



Aptis ESOL complaints policy

If you have a complaint or concern, you can raise your concerns about your Aptis ESOL pre-test, test day or post-test experience either directly with your test centre or by contacting the British Council customer contact team based in Manchester in the United Kingdom, by following the [global complaint process](#).

The Aptis ESOL complaints process

If you submit a complaint, it will be received by your local British Council Customer service team or test centre. The Customer service/test centre then follows the three level Aptis ESOL escalation model to investigate and resolve the complaint.

Level 1 complaints

At this level, the Customer service/test centre team will investigate and resolve your complaint within **five working days**. The decision is then communicated to you through your preferred communication channel.

This investigation will consist of a revision of all communications between you as the test taker and the Aptis ESOL Test centre and will review the test operations to identify service failures or other operational issues that might have occurred. Any service failures or other issues will be investigated, including the reason for them and what steps were taken to fix the issues.

If we identify that issues have not been fixed, or have caused the test taker problems, we will put remedies in place wherever possible and communicate these to you.

Level 2 complaints

If your complaint cannot be satisfactorily resolved by the Customer service/test centre team, your complaint will require further escalation to Level 2. A senior manager, for example a British Council Customer Experience Manager or Country Director, will manage the investigation into your complaint and take the necessary steps to determine whether the issues raised in the complaint have been resolved comprehensively and conclusively, or if failures still exist, re-visit the complaint conclusion and provide an alternative. You will then receive a reply within **30 / 5 working days** from the date of escalation.

If your complaint is still unresolved or requires input from the Aptis ESOL global team, it will be escalated to the Global Assessments Business Development Team, and where necessary the Head of Global Assessments. This will occur when complaints relate to more serious and complex unresolved problems which are likely to be an intrinsic issue with test delivery or another matter and may require a full review of the Aptis ESOL operations. As such, these teams will need to investigate the complaint at a high level to determine potential strategic changes to the Aptis ESOL test. Such changes should be put in place promptly and communicated to you. This may affect the time needed for complaint conclusion.

Level 3 complaints

If your complaint is escalated to Level 3, it will be managed by the Global Customer Contact Manager, who will review the case independently of Aptis ESOL Operations. If the case requires further investigation, and/or gaps are identified, it will be returned to the Head of Global Assessments with feedback and requirements for a further investigation. It normally takes **30 / ten working days** from the date of escalation to review the case at this level.

In exceptional circumstances, if a complaint is not resolved at Level 3 it may go to an independent review body.

External review

If you have submitted a complaint that passes through all three levels and has not been resolved, you have the right to escalate their complaint to the external body.

The British Council's corporate external review body is an independent consultancy, Verita LLP, which specialises in conducting and managing investigations, reviews and inquiries for public sector and statutory organisations.

Referrals to Verita are only made by the Global Customer Contact Manager, and Verita will only accept complaints once they have been through this stage and a valid Verita reference number has been assigned.

It usually takes **60 working days** from the day of the receipt of the complaint for Verita to reach a final conclusion.

Timeline for complaints

If you have a complaint about your experience before or after your Aptis ESOL exam, this should be made within 90 days of your test date, or the date when the issue that you wish to complain about came to your attention.

Complaints related to the conduct of the test (such as complaints about noise interference during any of the test parts) should be made on the test day, before you leave the test venue.

Complaints fee

There is no fee for registering a complaint with the British Council.

Aptis ESOL complaints handling process

