

Complaints Procedure

If you would like to make a complaint regarding the test centre's IELTS administration, service or procedures, please follow the guidelines below.

On the test day: Test takers are advised that all complaints must be made in person and in writing on the IELTS test day. Speak to an IELTS member of staff. 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 organisation by following this [link](#).