

Complaints procedure for customers*Your comments*

We are always pleased to receive your comments about our work. It is useful for us to know when we have done a good job, as well as when things have gone less well. This helps us maintain and enhance our service to all our customers.

Your complaints

British Council staff are trained to provide the best possible service to the public and to ensure that examinations are administered to the highest standards. However even with the best of intentions problems do sometimes arise. In these instances if you have a complaint about our service we want to hear from you.

If you do complain we will:

- treat you in a courteous and professional way
- treat your complaint seriously and impartially
- deal with your complaint promptly.

We will not:

- treat you differently from other people just because you have made a complaint
- discriminate against you for reasons such as your age, disability, ethnicity, gender, religion, belief or sexual orientation.

When things have gone wrong we will do our best to resolve matters quickly and fairly. So we will:

- explain what went wrong and why
- apologise if appropriate
- correct the mistake wherever this is possible.

How to send your complaint

You can send us your complaints on our service, which we will deal with confidentially online or in writing.

Online

Please e- mail your complaint to complaints@britishcouncil.nl

In writing

If you wish to send your complaint in writing please write to:

British Council Netherlands
Raamplein 1
1016 XK Amsterdam

You should give full written details of the problem stating your name, candidate number (if applicable), address and contact telephone number. You will receive a response within ten working days of receipt of your complaint. If there is a need for us to consult another organisation (e.g. Cambridge English) processing your complaint may take up to 15 working days.

If you are dissatisfied with the answer received, you may send your complaint by post or email to our Complaints Manager:

British Council Netherlands
Adrian Lewis, Complaints Manager
Raamplein 1
1016 XK Amsterdam

Your complaint will be reviewed by the Complaints Manager and at least one other member of the local British Council team.

If, after this procedure has been followed, you are still unhappy you can refer to an external body for review. Most commonly this will be the Parliamentary & Health Service Ombudsman <http://www.ombudsman.org.uk>. Any decisions of the Parliamentary & Health Service Ombudsman are binding on both parties.

Complaints are registered with a retention period of two years. After this period all documents will be destroyed.

We hope to make your experience of dealing with the British Council an excellent one and we value your opinion about our products and services. If you would like to make a comment about your experience you can complete this form and send it to us by email or post. Complaints about exams should be made within 10 days after the exam.

How to comment or make a complaint to the British Council Netherlands

In order to deal more efficiently with your feedback we require the following information (but only as and when appropriate)

Full name.....

Address.....

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Email address.....

Telephone number.....

Examination or project.....

Date and location of exam or event.....

- I wish to give feedback
- I wish to make a complaint
- I am unhappy about the way my complaint was dealt with

Please write below:

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Is there anything you believe we could do to prevent this from happening in the future?

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Where should you return this form to?

Please return this form to the British Council Netherlands.

By post to British Council Netherlands, Adrian Lewis, Complaints Manager, Raamplein 1
1016 XK Amsterdam
By email to complaints@britishcouncil.nl