

Exam Centre of Ireland Complaints Policy

We welcome feedback from our customers. Where a complaint regarding one of our services is received, we undertake to deal with that complaint effectively, sensitively and speedily. We aim to learn from all complaints so that we can improve service in the future.

We deal with complaints about the following:

- Centre staff behaviour
- An Exam Centre of Ireland employee
- The way an exam session was administered
- A result (if a candidate feels they were affected by circumstances outside of their control, and they do not feel that special consideration was appropriately applied)
- A malpractice decision
- Our service, including our standard processes (customer service experience, booking an exam, administration, issuing of Certificates, aftersales service.)
- Prolonged lack of communication.

Please note we cannot deal with complaints about incidents which took place at another centre or where there is no record of them.

Other procedures not directly under our control

In addition to our complaints policy, we have a number of other procedures which we can help and guide you with. Please get in touch with us if you need help with the following:

- Enquiry on or appeal against a result ([Results Enquiry procedure](#))
- Request for Special Consideration ([Special Consideration information](#))
- Comments or suggests about test design, content and delivery or other aspects of our operations .

The processes listed above are not part of our Complaints process . although you can make a complaint if you do not feel that we have responded to you appropriately through the normal procedures.

What to do if you have a complaint

If you are a candidate or parent

You should contact us in the first instance.

Email is best (to have a record in writing) exams@theenglishacademy.ie or paul@exam-centre.ie

You may also contact us by post, by phone or in person at:

Exam Centre of Ireland Limited

Tom Darby House

54 Parnell Square West

Dublin 1, Ireland

Phone: + 353 1 8726600

We aim to provide you with an initial response to your complaint within three working days. We aim to fully investigate all complaints within ten working days. Sometimes it may take longer to investigate your concerns fully. In these cases we will keep you informed of progress and let you know when to expect a full response.

If you have already made a complaint directly to us but remain dissatisfied with the outcome you are welcome to register a complaint directly with Cambridge Assessment English in the UK.

Details of how to register a complaint with Cambridge Assessment English can be found on the following link:

<https://www.cambridgeenglish.org/help/complaints/>