

telc
Complaints Procedure
July 2017

Complaints Procedure *telc* – language tests

telc views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our Customer Complaints Procedure has the following goals:

To deal with complaints fairly, efficiently and effectively;

To ensure that all complaints are handled in a consistent manner throughout;

To increase customer satisfaction;

To use complaints constructively in the planning and improvement of all services.

Who can complain

Complaints may come from any stakeholder with a legitimate interest in *telc*.

Types of complaints

Feel free to contact us if you have a complaint about any of the following:

The conduct of an Examiner

Examination centre staff behaviour

A *telc* employee

How an exam was administered

How to complain

A complaint can be received by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Contact Details for Complaints:

telc requests that all complaints be made in writing, within 4 weeks of the incident and sent to *telc* at Bleichstraße 1, 60313 Frankfurt am Main, Germany, by e-mail at info@telc.net or via our website www.telc.net (under Contact).

The complaint should outline the grievance in as much detail as the complainant feels relevant, including any action taken to date.

Complaints procedure

We at *telc* are committed to dealing with complaints in an objective, obliging and solution-oriented manner.

Every complaint is recorded. It is then passed on to the appropriate department to investigate.

Whoever lodges a complaint receives an acknowledgement of receipt within three days or an intermediate update respectively. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Information about the complaint is gathered. If the complaint relates to a specific situation (for example, an incident occurring during an examination), inquiries are made of those involved and any relevant documentation is collected, such as the Examination Record Form or Seating plan.

The information is examined by members of the relevant team. Once a decision has been reached, the complainant will receive a reply. The Quality Manager is updated on any decisions. Whether the complaint is justified or not, the reply will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. If the complainant is not satisfied with telc's response to the grievance, he or she can write to telc's General Manager at j.keicher@telc.net to request that the complaint and the response be reviewed.

Appeals against decisions

Appeals against decisions made by examination centres, examination centre coordinators, individual raters and examiners or telc gGmbH should be made in writing within three months of receiving the examination results. See the document **telc Procedure for Reviews or Appeals** for more details.