



## Complaint & Compliment Procedure

We welcome feedback from our customers. Where a complaint 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 our customer services.

### What to do if you have a general complaint

To help us investigate your concerns promptly, please outline your complaint in as much detail as possible when contacting us. As well as the details of your complaint, be sure to include:

- Your full name
- Contact details (such as email address, postal address and phone number),
- Details of the examination you have taken

You can submit your complaint to us in one of three ways:

#### Online

Please visit the <https://cambridgeenglish-bern.ch/en/contact-us> page where you can reach us via the contact form. Along with your complaint, please include the other details as outlined above.

#### By email:

For AARGAU Centre exams: [aargau@cambridgeenglish-bern.ch](mailto:aargau@cambridgeenglish-bern.ch)

For BERN Centre exams: [bern@cambridgeenglish-bern.ch](mailto:bern@cambridgeenglish-bern.ch)

For LUZERN Centre exams: [luzern@cambridgeenglish-bern.ch](mailto:luzern@cambridgeenglish-bern.ch)

#### By Letter

Please send your completed complaint to:

Helpdesk  
Cambridge Examinations Centre, Bern  
Effingerstrasse 15  
3008 Bern



## **What to do if you have a complaint on the exam day**

You must inform the supervisor at the exam.

In all cases, we aim to provide you with an initial response to your complaint within two working days. As part of our investigation into your concerns, we will contact anyone concerned with, or anyone who could be helpful with supplying information pertinent to the investigation. We aim to investigate fully all complaints within ten working days. Sometimes it may take longer to thoroughly investigate your concerns. In these cases we will keep you informed of progress and let you know when we expect to respond.