

British Council Examinations Centre Network staff are trained to provide the best possible services to the public and to ensure that examinations are administered to the highest standards. However, problems sometimes arise which are not possible to solve at the time of the examination. If you wish to report such a problem you should:

1. Contact your Examinations Centre as soon as possible. You should give full written details of the problem stating your name, candidate number, address and contact telephone number.
2. The Centre will send you a written reply within 5 working days of receipt of your complaint/request.
3. If you are dissatisfied with the answer provided by the Centre, you may send your complaint/request by post to the following address:

**Examinations Services  
British Council  
Al. Jerozolimskie 59  
00-697 Warszawa**

4. Your complaint/request will be reviewed by the Exams Customer Services Manager and at least one other member of the Examinations Services team.
5. Complaints/requests will normally be answered within 5 working days. If there is a need to contact one of our Centre staff or another organisation (e.g. University of Cambridge ESOL), processing your complaint/request may take up to 14 working days.

**Thank you.**