



# Complaints Policy

Oxford University Press (OUP) is committed to providing a high-quality assessment service for the Oxford Test of English. As part of our process of continuous improvement, we value your feedback on the service we provide. If you are dissatisfied with the service you have received, you can register a complaint as follows:

- If your complaint is to do with the booking or administration of the test, please register your complaint with the test centre that the test was taken at. If you are unhappy with the response you receive from the test centre, you can follow up the complaint with OUP.
- If your complaint is about a test result, please follow the procedures outlined in the *Oxford Test of English Test Regulations* at [www.oxfordtestofenglish.com](http://www.oxfordtestofenglish.com).
- If your complaint is about any other area relating to the Oxford Test of English, that is not to do with booking, administration, or test results, e.g. suspected malpractice, test content, assessor grievance, or technology issues, please register your complaint directly with OUP.

## Registering a complaint with a test centre

Please email your complaint to the test centre manager at your local Oxford Test of English test centre. Details of Oxford Test of English test centres can be found at [www.oxfordtestofenglish.com](http://www.oxfordtestofenglish.com).

## Registering a complaint with OUP

Please email your complaint to [otesupport@oup.com](mailto:otesupport@oup.com).

## Responding to your complaint

OUP will provide an initial response to your complaint within two working days. OUP will aim to provide a full response to your complaint within fourteen days. If a complaint requires more detailed investigation, it may take longer for OUP to respond fully but we will inform you in writing of the proposed schedule for completing the investigation.