

Make a complaint.

The British Council is committed to providing a transparent, high quality and accessible service to everyone we deal with, and we hope to make your experience with us an excellent one. We want to hear your comments and suggestions about the service you experienced when you contacted us, or when using any of our products or services. We also know that sometimes things go wrong, and that's where our complaints policy comes in. If you have a comment or complaint you wish to make, you are encouraged to talk to us, as this will help us to learn from our mistakes and improve our service wherever possible.

We take all feedback and complaint very seriously and are committed to deal with these in a fair and transparent manner. We request you to reach out to us at the earliest. Complaints should be made preferably within 90 days of the date that the event occurred, or the date that the issue came to your attention.

How to make a complaint about a product or service

If you wish to make a complaint, you can do so by email or telephone.

Contact our customer service team.

- By calling us on 0800-22000 Monday - Saturday, 09.00 to 18.00)
- By emailing us at info@britishcouncil.org.pk (Subject line: Complaint/Feedback/Appreciation)

In a rare instance, if you are not satisfied with the response, speed of response or resolution received, please write to us at pk_complaints@britishcouncil.org. The dedicated complaints officer will deal with the case / situation on priority.

Please note that we can only discuss personal information and deal with complaints from the customer, for example, one of our exam's candidates or the confirmed representative from an organisation involved in a British Council programme.

You may wish to have a third-party act on your behalf, which could be another person or organisation. Third parties may include advice organisations; professionals such as solicitors or teaching professionals, or family members and friends. Where this is the case, you will need to provide written consent to that effect. More information surrounding this can be obtained when you talk to us about your complaint.

What we will do

Regardless of what your complaint is about, where in the world you are based or the medium you use to contact us, you will be dealt with seriously and impartially. We aim to acknowledge your complaint within **two working days** and resolve it fully within **ten days**. Where cases are more complex, or if your complaint is escalated (as outlined in 'Handling your complaint') longer timescales may apply, and we will notify you about these when we talk to you. We want to put things right for you wherever we can, and we work to resolve matters quickly and fairly. We will explain to you what went wrong and why and take action to remedy the situation. Sometimes, we can only apologise for certain situations, but we will draw upon your feedback to make recommendations for future improvements.

Handling your complaint

We aim to resolve as many issues as we can the very first time you contact us. The member of staff you talk to will aim to see it through to resolution wherever possible, but he or she may need to liaise with other colleagues to make this happen.

In some cases, you may receive your response from the person or department responsible for that aspect of our work. In the infrequent cases where your complaint is of a serious nature if you remain dissatisfied with our conclusion the matter may be escalated to a higher level. More detail surrounding this will be provided when we handle your complaint.

Remedies

Our aim is to provide practical remedies wherever possible. When we get things wrong, we aim to:

- sincerely apologise and take responsibility.
- acknowledge and explain what went wrong and why.
- endeavour to put things right without delay.
- learn lessons from your complaint to improve our services.

Confidentiality

Your complaint will be dealt with in the strictest confidence, in line with our Global Information Security and Privacy policy. Information about you will be shared internally, only as necessary to investigate and resolve your complaint. We will only disclose your information to third parties with your consent, or if we are legally required to do so.

Under UK data protection law, you have the right to ask for a copy of the information we hold on you, and the right to ask us to correct any inaccuracies in that information.

For further information on this please contact us or see britishcouncil.org/privacy.

How to make a complaint about serious wrongdoing

Use [**Safecall**](#) to tell us if you witness or experience actions on the British Council premises, or by the British Council employees, partners, or customers which:

- affect the safety of children or vulnerable adults.
- are harassment.
- may be fraudulent

Safecall is an independent and confidential way for you to report your concerns. It is available worldwide in multiple languages.

You can contact Safecall by phone or by online form. You may choose to remain anonymous.

External review

If your complaint is of a particularly serious nature and has reached our highest internal level when responding to you, we will provide information on how to have your case assessed for investigation by the relevant external organisation, should you remain dissatisfied. We have published the [**results from a recent review**](#).

Accessibility

If we are unable to answer your question directly, then we will guide you to someone in the organisation who can. If you have a specific enquiry but do not know who to speak to, we can put you in contact with the right person or team. Our staff are trained in the use of plain English, and we aim to make the information we provide as clear as possible. We are also able to provide information in special formats, such as Braille if this is needed.