

Customer Service



I Customer Services

With a dedicated Account Support team, based throughout the UK, we can give you more personalised support and advice than any other educational service provider. To contact your Account Specialist you can use any of the following methods.

Email wblcustomerservices@pearson.com

Phone 0844 576 0045 (please select option 2 and have your five-digit centre number to hand).

Post One90 High Holborn, London, WC1V 7BH

If our dedicated Customer Service Specialist is unavailable for any reason, your call will be answered by another member of the Account Support team.

I.1 Complaints and feedback

We are working hard to provide you with excellent service. However, should our level of service fall below your expectations we want to understand why, so that we can prevent it from happening again. Upon receipt of a complaint, we will acknowledge it formally within two working days of receipt and provide a full response within seven working days.

Please email your complaint to wblcomplaints@pearson.com