

Appeals following an Enquiry about Results.

Who can appeal

- the headteacher on behalf of a student or group of students.
- private candidates.

If you are a student and/or their parent or carer, you cannot submit an appeal directly to the examination board. Please discuss any concerns with the examinations secretary, who will act on your behalf as appropriate.

What you can appeal against

- **Results** – if you are still not satisfied with the outcome of an enquiry about results (EAR).
- **Malpractice decisions** – when we have applied a penalty because of malpractice in an exam or coursework assessment.
- **Access arrangements and special consideration** – if you're not happy with the decision.

Please note that you cannot appeal against:

- complaints prior to an enquiry about results (EAR)
- access to original scripts
- queries regarding question papers and mark schemes
- complaints or queries on qualifications, exam papers and specifications
- queries about grade boundaries
- complaints or queries about annotations including disagreement with annotations
- advice, query or complaint about materials provided by us, including CPD
- query or complaints on your performance across components, specifications and years.

If you have comments and/or complaints about any of these issues, you can raise your concerns with the relevant subject team. Some administrative decisions, such as in cases of missing scripts, might be subject to review by exam board officers.

Submitting your appeal

Appeals should be made within two calendar weeks of receiving the relevant decision or enquiry about results outcome. Please set out the nature of your appeal as clearly as possible. If your reasons for appeal are not explained clearly, your case may be rejected.

The Code of Practice issued by the regulators (Ofqual in England, DfES in Wales and CCEA in Northern Ireland) states that appeals should focus on whether an awarding body has:

- used procedures that were consistent with the Code of Practice
- applied its procedures properly and fairly in arriving at judgements.

Please note that there is a charge for all post-results services.