



Cambridge Assessment Admissions Testing Appeals Procedure

For certain tests, if a candidate thinks a Results Enquiry or a Malpractice case was incorrectly handled or if they have a complaint about an aspect of the administration of the test that is not covered by the Special Consideration's process they can submit an Appeal. Please note there is no other basis for raising an Appeal.

An Appeal should be submitted on the candidate's behalf by the Exams Officer at the centre where the test was taken, using the online [Appeal process and request form](#) which is on our Support Site. The centre must confirm they have the candidate's consent to submit the Appeal.

If the test was taken at an open centre, the Appeal form may be submitted directly by the candidate.

Timeframe

The Appeal request form must be received by us within five working days of the despatch of the outcome of the Results Enquiry or Malpractice case.

The duration of the Appeal process will depend on the nature of the case. Appellants will be notified in writing of the outcome within 10 weeks of submission.

We can only inform universities that an Appeal is taking place if the candidate gives explicit permission.

Appeal Fee

Once the appeal has been submitted we will contact you with details on how to pay. The appeal fee charged must be received before the outcome of the Appeal can be released.

If a candidate's school or college submitted the Appeal, the school or college will be invoiced for the fee. Candidates should check with their school or college if this fee will be passed on to them.

The fee will be refunded if the Appeal is upheld.

For details of the fee payable please refer to the Appeals process article on the Support Site.



Appeal Process

The Appeals process involves a review of the evidence relating to the case by an independent authority. This includes:

- A review of the evidence submitted by the candidate in making the Appeal
- If appropriate, a review of the candidate's answer sheet(s) and process applied to handling the answer sheet(s) during the original marking process and the Results Enquiry
- Where appropriate, the centre will be consulted and information sought on the events on the test day.

Appellants will be notified in writing of the outcome within 10 weeks of submission.

The Appeal process is not concerned with making a judgement about candidates' work in the test. An Appeal will not involve re-marking or re-assessment of a candidate's work, although further re-marking might be ordered as a result of an Appeal if it is found that procedures have not been satisfactorily followed. If a candidate's results are changed, the revised results will be communicated directly to the institution(s) to which they have applied (if we know where they have applied) and to the candidate and/or centre.

Where the outcome of an Appeal results in the discovery of a failure in one of our processes or systems, we will review the relevant process or system and take all reasonable steps to ensure that the failure does not happen again.