

The Appeals Process

This appeals process applies to all Cambridge English qualifications, **except** Young Learners, CELTA, DELTA Module Two and Three. For Teaching Qualifications there is a separate appeals process, which you can find [here](#).

Candidates can appeal an outcome of a Results Enquiry or a decision to permanently withhold their results following a suspected malpractice case. There is also an option for other reasons.

Please note that for every Stage one appeal request submitted, we carry out a pre-appeal review which is detailed on [our website](#). This investigation will check whether any further actions (such as re-marking or the gathering of additional evidence) is required.

If the pre-appeal review results in a decision to uphold the appeal, you will be notified. We will only invoice you the appeal fee when you receive confirmation from us that the appeal is proceeding to Stage one.

Please follow the steps 1-4 below before sending us an appeal request.

1. Your candidate requests an appeal - please discuss with them what the appeal process involves, the fees and timeline and refer them to [our website](#) for more information.

2. You should inform your candidate that there is a cost of £170 GBP / \$209.00 USD / €203 EUR per stage (valid to July 2023) and that there are two stages.

3. If your candidate wants to continue with the appeal, they must pay the fee to your centre. The request should be made within **21 days** of receiving the relevant outcome.

4. Once the fee has been paid, you will need to complete and submit the Stage One Appeal form below. The pre-appeal review will take place and then we will notify you if the appeal is proceeding to Stage one and we will invoice your centre the Stage 1 Appeal fee. **Please note that you should submit one appeal form for each candidate appealing.**

5. The Centre Management team will acknowledge the appeal and appoint an Independent Reviewer to review the appeal.

6. The Independent Reviewer will:

- confirm whether the process by which the decision was taken was fair and reasonable
- detail any issues that are not resolved.

The outcome will be provided to you within **10 weeks** from the date we received the appeal, which you can send to the candidate.

7. If the decision has not been upheld - the candidate can apply for a Stage 2 Appeal at a further cost of £170 GBP / \$209.00 USD / €203 EUR (valid to July 2023). You should complete the form below to request a Stage 2 Appeal within **14 days** of the receipt of the outcome of the Stage 1 appeal.

8. If the decision has been upheld - the candidate's result will be released and we will refund you the fee which you should return to the candidate.

This concludes the appeals process