

The IELTS partners originally introduced the Appeals Process for IELTS test takers on 31 March 2017. This document has been updated to reflect changes effective **1 January 2019.**

**Communication to test takers**

Information about the Appeals Process is available to test takers:

* At <http://www.cambridgeenglish.org/help/enquiries-and-appeals/>
* On the permanently withheld and cancelled test scores letters, which state “*If you wish to appeal against this decision our Appeals Procedure can be found at* [*http://www.cambridgeenglish.org/help/enquiries-and-appeals/*](http://www.cambridgeenglish.org/help/enquiries-and-appeals/)”
* On the Enquiry on Results (EOR) notification letter
* On any final test taker complaint process decision provided in writing by the centre to the test taker. The information must include the web link to <http://www.cambridgeenglish.org/help/enquiries-and-appeals/>.

**Appeals Policy**

Test takers may appeal against

1. Results Investigation Outcomes (e.g. score cancellation)
2. TRF Investigation Outcomes (e.g. ban due to confirmed TRF tampering)
3. Enquiry on Results Outcomes\*
4. Areas related to Test Administration\*\*

*\*Test takers who are not satisfied with the initial test scores awarded must be firstly directed to the Enquiry on Results Process.*

*\*\*Test takers who are not satisfied with an area related to the administration of the test must firstly complete the Candidate Complaint procedure.*

*Appeals on these two areas cannot be considered if the initial procedures have not been completed.*

The primary purpose of the Appeals Process is to ensure that procedures have been correctly followed. The Appeals Process comprises the following two possible stages:

* **Stage 1 – Case documentation review by Independent Authority**

Test Centre Administrators must submit the application and make payment within **21 calendar days** of the test taker receiving notification of a previous decision, e.g. the

* + notification of a cancelled or permanently withheld result
  + outcome of an Enquiry on Results (EOR)
  + final decision in a test taker complaint case

Test takers are notified of the outcome of their appeal within **10 weeks** of submission.

* **Stage 2 - Case review by Cambridge Assessment English Appeals Committee**

Test Takers must apply and pay within **14 calendar days** of the receipt of the outcome of a Stage 1 appeal and are notified of the outcome of their appeal within **10 weeks** of submission.

Test takers may initiate Stage1, then Stage 2, if they are not satisfied with the outcome of Stage 1.



**Appeals Process and fees**

The below chart details the interaction between the test taker, the centre and the Appeals and Investigations Team:

|  |  |
| --- | --- |
| Application | **Appellant**   * makes an application for a Stage of the Appeals Process to the centre where they took the test * completes and submits the Appeals Application Form received from the centre |
| Appeals on EOR Outcomes | **Centre**   * explains to the appellant before accepting their application that the process only reviews whether EOR procedures have been followed correctly and **does not include a re-mark**. |
| Fees | **Centre**   * collects a total fee of **£250** for each Stage of the appeal (£200 appeals fee, £50 administrative fee) |
| Submission | **Centre**   * completes the ‘Office Use Only’ section of the Appeals Application Form * forwards the form to the Appeals and Investigations Team at [IELTS.Appeals@britishcouncil.org](mailto:IELTS.Appeals@britishcouncil.org) * uploads any supporting documents subsequently requested by the Appeals and Investigations Team to Investigations iSecure within 48 hours |
| Timeline | **Centre**   * must submit the above to the Appeals and Investigations Team **within 48 hours** of receipt of application and payment and **within 21 calendar days** of the appellant receiving the relevant decision. * Applications received after this deadline will not be considered |
| Communication of Outcome | **Cambridge Assessment English**   * communicate the outcome of the appeal directly to the centre, cc to the Appeals and Investigations Team |
| Outcomes | **Centre**   * refunds all fees to the appellant if the appeal is upheld, including any from Stage 1 * retains all fees if the appeal is not upheld and allows appellants to initiate Stage 2 of the Appeals Process |
| Invoicing | **Exams Finance**   * will from next FY invoice centres bi-annually for the appeals fee (£200) for each completed appeal which was not upheld. Invoicing will be managed by the London-based Finance team. Centres retain the administrative fee of £50 for appeals that were not upheld. |

Please contact the Appeals and Investigations Team at [IELTS.Appeals@britishcouncil.org](mailto:IELTS.Appeals@britishcouncil.org) if you have any questions.