If you have concerns about how your grades were arrived at, there are certain, specified circumstances in which you may query the result.

**APPEALS**

**FOR GCSE, A-LEVELS AND EPQ QUALIFICATIONS ONLY**

1. You can ask your school or college to check whether it made an administrative error.
2. Your school can appeal to the exam board on your behalf if it believes the exam board or the school made a mistake when it communicated your grades.

You cannot:

1. Challenge your school or college under the appeals process on the centre assessment grades it submitted or your rank order positions.
2. You cannot appeal because your mock result was higher than the grade you were awarded.

**FOR VOCATIONAL QUALIFICATIONS ONLY**

You should speak to school if you think you might have reason to appeal. Some exam boards are accepting appeals directly from learners. Please view the appeals process on the exam board’s website.

**OTHER QUERIES ABOUT EXAM GRADES**

If you have a query about how your grade was arrived at, you should speak to your school/college in the first instance. They should be able to explain how it made its judgement and what evidence it relied on. Even where there is no evidence of an error being made, understanding how your centre made a judgement and what evidence it took into account, might help you to understand the grade you have been given.

Therefore, please email your queries to: exams@silverdale-chorustrust.org
**Please do this as soon as possible.** We will respond by 16th September 2020. This gives us time to discuss your query with the relevant members of staff.

**COMPLAINTS ABOUT BIAS, DISCRIMINATION, MALPRACTICE OR MALADAMINISTRATION**

Whilst you cannot appeal because you disagree with the centre assessment grades or rank orders given by your school or college, you might be concerned that your centre assessment grades or your rank order positions were wrong because you believe the judgement was influenced by things **other than evidence about your academic performance.**

You can raise a query about bias, discrimination, malpractice or maladministration. Individual cases of bias or discrimination would be taken very seriously by the exam board who expect them to be rare.

The process is as follows:

1. Send an email to exams@silverdale-chorustrust.org outlining the reason for your complaint.
**Please do this as soon as possible.** We will respond by 16th September 2020. This gives us time to discuss your query with the relevant members of staff and confirm each official body’s appeals process.
2. If, after this initial investigation, you are still unhappy with the outcome the next stage would be to raise a formal complaint as per the Trust’s complaints process. This can be found at: <https://www.chorustrust.org/policies>
**Ofqual guidance:**<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/910623/6671_Student_guide_to_post-16_qualifications_results_-_summer_2020.pdf>

You may ask for a clerical check (administrative error of grade inputted):

Student name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Candidate number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Subject / Qualification** | **Please insert ‘X’** |
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“I understand that a review of grade does not guarantee any change in grade.”

Student Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: ­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Deadline for Submission: Friday 4th September** (only for clerical check / administrative error of grade inputted)

**Please return this form / your query via email to:** exams@silverdale-chorustrust.org

**Any forms received after this deadline will not be eligible for review.**