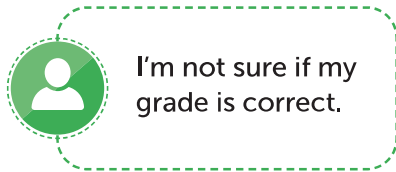
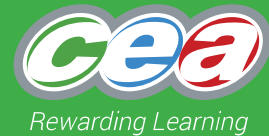


# Summer 2020 Post-Results

What you can do if you have concerns about your CCEA GCSE, AS or A level results



**I'm not sure if my grade is correct.**

## Grounds for appeal to CCEA

- CCEA used the wrong data to calculate your grade.
- CCEA allocated the wrong grade through an administrative error.
- CCEA communicated the wrong grade.

If a successful appeal/review would affect the rank order of students in a centre, those students who were not directly involved in the appeal/review cannot have their grades lowered; their grades are protected.

**Closing date for appeal/review**

**THURSDAY  
17 SEPTEMBER  
2020**

Speak to your school or college about whether you have grounds for appeal/review.

Your school or college can see the centre assessment grade and rank order they provided to CCEA and can check this for accuracy.

Your school or college will decide, based on the information, whether to submit an appeal to CCEA on your behalf.

CCEA will conduct an Initial Review and determine if the grounds for the appeal/review have been met.

An appeal/review could result in your grade:

- going up
- going down; or
- staying the same.

After an Initial Review concludes, schools and colleges can request to progress to Stage 2 in the process: an Independent Review.

Schools or colleges unhappy with the outcome of the Independent Review can ask CCEA Regulation to review the case through the Exam Procedure Review Service (EPRS).

# At a glance – student guide to complaints



I disagree with my school or college's decision not to support an appeal.



I have evidence to suggest that the grade/rank order that my school or college submitted to CCEA was biased or discriminatory.



I believe that my school or college has not followed their appeals/complaints procedure.



After following the process, I'm still unhappy with my grade.

Your school or college will have an internal appeals/complaints process which they must follow.



Contact CCEA directly on their helpline at (028) 9026 1260 or (028) 9026 1220, or email [compliance@ccea.org.uk](mailto:compliance@ccea.org.uk)

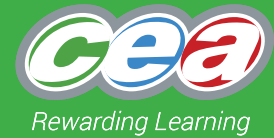


Examinations can be taken at the next available series.

Closing date for appeal/review

**THURSDAY  
17 SEPTEMBER  
2020**

# At a glance – student guide to complaints



If you think that your school or college has not appropriately investigated an alleged error that you have raised, you can contact us directly to report your complaint and your school's or college's handling of it. You can either use our helpline on (028) 9026 1260 or (028) 9026 1220, or email [compliance@ccea.org.uk](mailto:compliance@ccea.org.uk)

Here are two examples:



Jennifer is an A Level student at School Y. When she got her results, she was unhappy with her grade in Mathematics and wanted to ensure there had not been an error in the way her school had handled the process of providing CCEA with her information about Mathematics. Using her school's complaints process, she asked the school to confirm that the information it had submitted about her was accurate. The school investigated and found that incorrect information about Jennifer had been submitted in error. The school found that a grade B (Rank 9) should have been submitted instead of a grade C (Rank 2). The school contacted CCEA to inform it of its error, detailing the mistake that had been made. CCEA reviewed and accepted the error. To correct it, CCEA then issued the school with a revised Mathematics grade for Jennifer.



Dan is an A Level student at School Z. Using his school's complaints process, he asked the school to confirm that the information it had submitted about him was accurate and no error had been made in procedure. The school didn't acknowledge or investigate Dan's complaint. Dan wasn't satisfied with this and contacted CCEA to report his concerns. CCEA contacted the centre to begin an investigation into the handling of the complaint. School Z accepted that it hadn't handled the complaint correctly and proceeded to investigate it. The school identified that the process it had followed to provide the information to CCEA was correct.

For further information on summer awarding 2020, please visit [www.ccea.org.uk/summer-awarding](http://www.ccea.org.uk/summer-awarding) or contact CCEA's helpline on (028) 9026 1260, email [helpline@ccea.org.uk](mailto:helpline@ccea.org.uk)