Academic Investigations and Appeals Policy

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Table of Contents

Overview 3
Scope 3
Commitment 3
Results review and Re-mark service 3
Academic appeals 4
Role of the Regulator 4
Additional notes 4
Retention and storage of personal data 5
Change History 5
Change Approval 5

Overview

Trinity College London ("**Trinity**") is committed to the highest standards in exam delivery and awarding. We recognise the importance of academic rigour and have robust processes in place for candidates and centres that wish to challenge an academic decision. We are dedicated to conducting investigations with fairness and transparency, ensuring accountability whilst upholding academic integrity. Trinity's processes and investigations are thorough and impartial, to ensure that the outcome is valid and reliable.

Scope

This policy outlines Trinity's academic investigations, which encompass the formal results review/ re-mark ("**review**") and appeals service. The service is accessible to candidates or those submitting on behalf of the candidate or a group of candidates who wish to challenge an academic decision made by Trinity.

If you have a complaint about any other aspect of Trinity's service, please refer to our formal Complaints Policy and Procedure.

For information on Secure English Language Test ("**SELT**") reviews and complaints, please refer to the policies available on the Trinity website.

Commitment

As part of any investigation, Trinity will:

- process all reviews and appeals professionally and confidentially treat each investigation fairly, impartially and with academic rigour
- ensure consistent application in each investigation, preventing customers from gaining an unfair advantage or disadvantage due to raising a review or appeal enquiry
- provide a timely response to each investigation, in line with the service level agreements (SLAs), published on the Trinity website
- maintain the anonymity of reviewing examiners and external experts to protect their privacy and uphold the integrity of process
- monitor the review and appeal outcomes to improve our services and enhance standardisation
- take any other action where appropriate.

Results review and Re-mark service

We recognise that candidates and centres may occasionally wish to challenge exam results they believe are incorrect or unfair. The Post Results Services ("**PRS**") department manages these review requests. Requests can be made within 12 weeks of receiving an exam result and will be acknowledged within three working days of receipt. The investigation will commence upon payment of the fee. Full details on how to request this paid-for service can be found on the Trinity website.

As part of the results review investigation, a fully trained reviewing examiner, who was not involved in the original assessment, will be appointed to make an independent assessment of the exam performance(s). The reviewing examiner will have access to all relevant material, including audio or video recordings of the performance, the original examination report, any customer feedback, feedback from the original examiner and any other documentation pertinent to the review. Following the investigation, the marks may be adjusted up or down. The findings will be shared and if the grade changes to a higher band, new marks and a new certificate issued. The fee will be refunded in full if the band changes.

For all written exams (paper-based or digital), the exam script(s), submitted materials and/or portfolios will be re-marked by a senior moderator. The findings will be shared and if the grade changes to a higher band, new marks and a new certificate issued. The fee will be refunded in full if the band changes.

Reviews can take up to 45 working days to complete from receipt of payment. Investigations that are complex may take longer and we will notify the customer as soon as practicable if this is the case.

Candidates who choose to re-enter for the same exam before the outcome of the review will not be eligible to have the exam fee refunded if the review is upheld.

Academic appeals

An appeal may be submitted to address any concerns regarding Trinity's failure to apply it's published standards and procedures which may have disadvantaged the candidate or centre. We welcome challenges to our decisions as any findings will help us continuously to improve our exam delivery. To demonstrate impartiality in the process, appeals will be carried out by an external expert who is not a Trinity employee and who has not been involved in the case previously.

Candidates and centres have the right to appeal against any academic judgement, such as the following:

- the outcome of a review (as detailed in 'Results review and remark service' above)
- a reasonable adjustment or special consideration decision
- a malpractice or malpractice investigation (candidate or centre)
- a centre validation decision

The external expert will have access to all material in relation to the appeal, including a supporting statement on why you disagree with the decision. Material sent to the external expert will include all investigation materials to determine whether Trinity has followed its published standards and procedures.

Appeals should be made no later than 14 working days from the date of Trinity's findings. Most appeals are resolved within 30 working days from receipt of the appeal statement and corresponding fee. Investigations that are complex may take longer and we will notify the customer as soon as practicable if this is the case.

Further information on the appeals process can be found on our website.

Role of the Regulator

The appeal decision is final. However, following the outcome of the appeal, candidates and centres may contact the relevant regulator if they believe Trinity has not followed its documented processes. Trinity is externally regulated by Ofqual, Qualifications Wales and CCEA Regulation in Northern Ireland.

Additional notes

Trinity welcomes feedback and challenges to reviews. We ask that all correspondence must remain respectful and professional. Trinity reserves the right to terminate any communications that we feel are unreasonably persistent, abusive, threatening, or offensive.

Use of AI

If you use AI to prepare your results review request or appeal, please note that you are responsible for reviewing the content before submission to ensure that it accurately reflects your concerns, is factually correct to the best of your knowledge and avoids unnecessary repetition. Please check all facts and references, as AI can produce inaccurate or misleading information. We may ask you to clarify or correct information where necessary.

Retention and storage of personal data

All personal data collected as part of this policy and procedure will be stored securely, in accordance with Trinity's Data Protection Policy and Privacy Statement.

Change History

The following changes have been made to this document:

Version	Date	Author	Change Summary
0.1	23-05-2018	Compliance Manager	Policy updated to incorporate GDPR requirements
0.2	29-05-2024	Head of Post Results and Customer Services	Overall review of policy
0.3	21-03-2025	Head of Post Results and Customer Services	Confidentiality clarified in document
0.4	22-10-2026	Head of Post Results and Customer Services	Guidance on the use of AI

Change Approval

The changes to this document have been approved by the following personnel:

Version	Date	Approver
0.2	18-06-2024	Policy Management Group
0.3	25-03-2025	Policy Management Group
0.4	27-10-2026	Policy Management Group