

If you are not satisfied with the result of your academic investigation you may make an appeal. Please ensure that you send your appeal to Trinity within 12 weeks of the examination, moderation or investigation.

### Grounds for appeal

When you enrol for a Trinity qualification, you accept the professional judgement of the examiner/moderator. Appeals can only be made if your exam/moderation:

- Was not conducted according to the correct procedures
- Involved behaviour by an examiner/moderator which disadvantaged the candidate in some way
- There was a mismatch between marks/letter grades awarded and feedback you were given

### Submitting an appeal

Please send your appeal for the attention of:

Appeals Officer (*please specify subject area*)  
Trinity College London  
Blue Fin Building  
110 Southwark Street  
London SE1 0TA  
E: [appeals@trinitycollege.com](mailto:appeals@trinitycollege.com)

Please include the following:

- Full name and address including contact email
- Date of the examination/moderation
- Qualification taken
- Centre name
- Centre Number
- Examiner/moderator name
- A copy of the examiner/moderation report (if appropriate) and any other relevant information
- Brief summary on what grounds you are appealing and why
- Appeal Fee – please see ***Appeal Fee Information***

### Appeals Process

Trinity ***will acknowledge receipt of*** your appeal within 7 working days.

Appeals will be considered by an external arbiter. Most appeals are usually resolved within 60 working days from receipt of the appeal request. Sometimes they can be complex and may exceed this time frame. We will notify you if this is the case.

### Outcomes

If there is sufficient evidence to support that there were irregularities in procedure or a mismatch between marks and comments, Trinity will normally offer the candidate(s) either:

- a) A re-adjustment of the marks to reflect the comments given (applicable to Music, Drama and Language Reading and Writing exams only);
- b) The opportunity to re-take the exam(s)/moderation free of charge. In some cases we can offer a voucher in part payment of a higher level exam/moderation.

The outcome of the appeal is final and concludes the appeals process.

Please see the ***Academic Investigations and Appeals Policy***