

Appeals Policy

With effect from 1 January 2027

Associated Policies

LAMDA Exams Policies and Procedures including:

- Enquiries about Results Policy
- Reasonable Adjustments and Special Considerations Policy
- Malpractice and Maladministration Policy
- Sanctions Policy

1. Introduction

1.1 This document explains how LAMDA Exams manages Appeals. It defines the process for submitting, reviewing and resolving Appeals.

1.2 LAMDA will manage all enquiries consistently, fairly, and objectively and will ensure that decisions are based on all available evidence.

1.3 This policy supports valid, reliable, fair and comparable investigation outcomes

2. Scope

2.1 This policy applies to all LAMDA staff, Examiners, Representatives, Private Centres and their responsible parties (e.g. Centre Coordinators and Head of Centres), those who enter Learners for an exam, support Learners to complete LAMDA Exams and all third parties associated with any aspect of the development, delivery and award of LAMDA Exams.

3. What is an Appeal?

3.1 **Appeals** is a review of a decision previously made by LAMDA Exams. The appeal will look at the evidence presented and available. During the review, we will consider all relevant evidence and check that correct procedures were followed.

3.2 In order for an Appeal to be considered by LAMDA Exams, the application must detail specific grounds for investigation and be supported by evidence to:

3.2.1 Oppose and potentially change the original decision

3.2.2 Demonstrate that the original decision-making process was not handled in line with LAMDA exams established procedures

3.3 You may submit an Appeal if you disagree with the outcomes of an Enquiry about Results (EAR), Reasonable Adjustment (RA) request, Special Consideration Request, Malpractice or Maladministration investigation or Sanction Decision.

4. Summary of the Process – How to appeal

4.1 Complete the Appeals Form that can be found on our website, making sure you have raised all key points relating to your dispute. **See Appendix 1 for Appeals form.**

4.2 Collate any evidence to support your application

4.3 Submit your application and supporting evidence **within 15 working days** of receiving the decision

4.4 Follow the instructions sent by LAMDA to make your payment

5. The Appeals Process in detail

5.1 Appeals may be submitted by the person/people who are in receipt of the original decision that is being disputed.

5.2 An Appeal can only be submitted where information / evidence provided opposes and potentially changes the original procedural decision or demonstrates that the original decision-making process was not conducted in line with LAMDA's established procedures.

5.3 All Appeals must be submitted within **15 working days** of the original decision being issued. This ensures that evidence remains available and current.

5.4 For appeals relating to previous Enquiries about Results, a **maximum of 5 learners** can be submitted within a single application. These five learners must have been directly involved as part of the previous investigation. Additional/Alternate Learners cannot be included at this stage.

5.5 LAMDA offers two stages of appeal:

5.5.1 **Stage 1 Appeal** - Can be submitted by completing Section 1 of the Appeals Form. Fees applicable as per the current Fees List.

5.5.2 **Stage 2 Appeal** - Can be submitted should disagreements remain following a Stage 1 Appeal decision by completing Section 2 of the Original Appeals Form. Fees applicable as per the current Fees List.

5.6 **Stage 1 Appeal Investigation** - LAMDA will investigate all points raised in the application and will take into consideration all available supporting evidence. The investigation will be conducted by a member of the LAMDA team who has a suitable level of experience, training and no prior involvement or personal interest in the original investigation.

5.7 **Stage 2 Appeal Investigation** - LAMDA will collect all information gathered relating to the case and provide it to an External Independent reviewer who has a suitable level of experience, training and no prior involvement or personal interest in the original investigation.

6. Payment

6.1 Where a fee applies, LAMDA will issue payment instructions after accepting the application. Investigation activity will start following receipt of payment.

6.2 If an Appeal is Upheld, all previously pay investigation fees will be refunded.

7. Outcomes

7.1 LAMDA will provide all outcomes in writing

7.2 LAMDA aims to complete investigations and provide an outcome within 15 working days.
Where this is not possible, updates will be provided until outcomes can be communicated.

7.3 Where an Appeal is upheld, suitable action will be taken

8. External Escalation

8.1 A Stage 2 Appeal decision is final, however, if a belief remains that any part of the investigation was flawed, or not fully completed, a complaint may be submitted to LAMDA's regulators:

8.1.1 OFQUAL in England

8.1.2 Qualification Wales in Wales

8.1.3 CCEA Regulation in Northern Ireland

Need help? If you have any questions about this policy or need support submitting an application, please contact us by raising a [Support Ticket on ORACLE](#), our [Help Centre](#).

Appendix One: Appeals Form

Before completing this form, please ensure that you have read and understood the LAMDA Exams Appeals Policy

Section One: Stage 1 Appeals

Appeal investigations will not commence until the necessary fees have been received by LAMDA. Please see current fees list.

The fee will be refunded if your appeal is successful.

Appellant Details

Name	
Email Address	
Phone Number	

Learner Details

Name(s)	Date of Exam	Centre Code / Venue	Result

Appeal Details

Type of Appeal being initiated	Please Tick:
Against outcome of a Complaint Investigation	☐
Against outcome of an Enquiry about Results Investigation	☐
Against the outcome of a Malpractice / Maladministration Investigation	☐
Against a Reasonable Adjustment / Special Consideration decision	☐
Against Sanction Imposed	☐

Grounds for Stage 1 Appeal

Specific grounds for the Appeal need to be provided which must be either:

Grounds for Appeal	Please tick:
Information and/or evidence to oppose and potentially change the original procedural decision	☐
Information and/or evidence to demonstrate that the original decision-making process was not handled in line with the LAMDA established procedures	☐

Please detail why you are appealing against the outcome of the original decision	
I certify that the information provided in this document is true and correct to the best of my knowledge	
Appellant Signature	
Date	

Section Two: Stage 2 Appeals

Appeal investigations will not commence until the necessary fees have been received by LAMDA. Please see current fees list.

The fee will be refunded if your appeal is successful.

Appellant Details

Name	
Email Address	
Phone Number	

Learner Details

Name(s)	Date of Exam	Centre Code / Venue	Result

Grounds for Stage 2 Appeal

Please detail why you are appealing against the outcome of the Stage 1 Appeal decision	
I certify that the information provided in this document is true and correct to the best of my knowledge	
Appellant Signature	
Date	

Version Control

Version	Date	Revision Description / Summary of Changes	Author
GF V1	08/09/2026	New Document	Customer Service Quality Manager