



Appeals Process Overview

IELTS test takers can appeal against decisions affecting IELTS test results (e.g. permanent withholding/cancellation of result (and ban), Enquiries on Results outcomes, test administration issues).

The appeals process focuses on whether, in the course of reaching decisions, the IELTS Test Partners used procedures which were consistent with the regulatory authorities' code of practice and applied the procedures properly and fairly.

The appeals process is not concerned with making judgements about test takers' work in the test, and an appeal will not normally involve re-marking or re-assessment of a test taker's work.

The appeals process allows for reviews in two consecutive stages. A fee of **£250** is charged for each stage. Test takers submitting appeals from within Australia must pay Goods and Services Tax (GST) of 10% on top of the appeals fee. Please confirm with your bank if any additional transfer fees apply. The appeal fee and any applicable transfer fees must be paid in full by the required deadline.

Stage 1 – *Case review by Independent Authority*

Test takers must submit their application and make payment within **21 calendar days** of receiving notification of decision and will be notified of the outcome of their appeal within **10 weeks** of submission.

Stage 2 – *Case review by Appeals Committee*

Test takers who are dissatisfied after the Stage 1 decision, may apply for a Stage 2 Appeal. Test takers must submit their application and make payment within **14 calendar days** of receiving the outcome of the Stage 1 Appeal and will be notified of the outcome of their appeal within **10 weeks** of submission.

The outcome at each stage may be confirmation or overturning of the original decision. Where an appeal leads to the overturning of the decision, the appeal fee will be refunded in full, including fees from any previous appeal stages.

Before applying for an appeal, test takers are advised to read the full description of the appeals process here: <https://www.cambridgeenglish.org/exams-and-tests/ielts/help/#appeals>