

Enquiries about Results

► AQA, serious about your results

We know how important your results are to you and your students. Each year we process nearly three million GCSE subject entries and over two and a half million GCE unit entries, working hard to ensure that each one of the results we produce is timely and accurate. Over 98% of grades are awarded without any issues. However, despite AQA's rigorous and code-compliant processes of standardisation and awarding, there may be times when you wish to query the results we provide. If this is the case, you can ask us to check the results again through our **Enquiry about Results Service**.

We promise to handle your enquiry professionally, sympathetically and efficiently:

- the person you are dealing with will give you their name
- we will be prompt, courteous and professional
- we will follow through on what we say we will do
- we will re-mark scripts and give you a response within 30 days (18 days for GCE Priority enquiries)
- we will re-moderate coursework and give you a response within 40 days
- we will inform you of the outcome of a re-mark/re-moderation via e-aqa if you make your request via e-aqa
- we will continually look for ways to improve our service to you.

► Services available

As part of our Enquiry about Results service, you can request:

- a clerical re-check for an individual candidate
- a re-mark of scripts for an individual candidate
- re-moderation of coursework, based on the original sample of candidates.

If you have concerns about the results of an entire cohort, the JCQ document 'Post-Results Services', p12, explains what to do. Alternatively you can contact our Exams Office Support team for advice.

We hope that if you use one of AQA's Enquiries about Results services you will be satisfied with the outcome. If, however, you remain unsatisfied you have the right to appeal. The AQA publication 'The Appeals Process: A Guide for Centres' (available from aqa.org.uk) explains how to do this.

► For more information

All of the above services have deadlines and are chargeable. More details are available in the:

- AQA document 'Post-results for examinations, Information for Exams Officers'
- AQA document 'Post-results fees'
- AQA document 'Post-results for examinations – Outcome Letters'
- JCQ booklet 'Post-Results Services'
- GCE, GCSE and AEA Code of Practice, Section 9.

Please also see aqa.org.uk/results_enquiry

