Post-results services for exam results

Which post-results service is right for me?

Happy with the grade/mark received but would like a copy of the script to support teaching and learning?

Request access to scripts including MFL recordings and speaking test marking schedules, through your exams officer

Non-priority scripts will be dispatched after the deadline for EaR requests

A-level only: concerned about the grade but want to look at the script before requesting an enquiry about results (EaR) – review or re-count?

Request a priority access to scripts through your exams officer

Concerned about an individual student?

Is there a university place pending?

NO — Request a re-count (service 1) or a review (service 2)

YES — Request a priority review (priority service 2) – don't request a priority copy first as you may miss the review deadline

Receive EaR outcome

Still concerned after receiving the copy of scripts?

NO — No further action

YES — Request a priority access to scripts through your exams officer

If you still have concerns about the remainder of the cohort, please email postresults@aqa.org.uk

Would you like to appeal?

Please contact the Appeals team within 14 days of receiving the outcome and check the JCQ Appeals Booklet before submitting your appeal. There are two stages to our appeals process.

Stage 1: your appeal will be reviewed by an AQA staff member who has no previous involvement with your case. If you are not happy with the outcome, you have 14 days to take your case to Stage 2.

Stage 2: your appeal is heard by an appeal panel, which will include at least one independent member.

If you are still dissatisfied after our appeal process, you can contact the EPRS (Examination Procedure Review Service) at Ofqual

Do you still have a concern or complaint?

Have comments, concerns or complaints about the results you received?

For non-subject specific comments, concerns or complaints, please contact:

Customer Service and Complaints Manager,
AQA,
Devas Street,
Manchester,
M15 6EX

E: yourfeedback@aqa.org.uk

For further information, please visit our customer feedback web page

For subject specific comments, concerns or complaints including:

- question papers and mark schemes
- new exam papers and specifications
- grade boundaries
- annotations on scripts
- advice about material including CPD
- your performance across components, specifications and years

please contact the relevant subject team

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