



Chartered
Governance
Institute
UK & Ireland

Assessment Appeals Policy



February 2026

1. Introduction and scope

As part of CGIUKI's commitment to maintaining the highest standards of fairness, transparency and quality in its examinations, this policy sets out the formal process for handling appeals relating to assessment results.

CGIUKI's Appeals Procedure provides a structured means for candidates to request a review of a failed assessment result under specific, eligible grounds. The procedure applies to all assessments set and administered by CGIUKI.

This policy covers appeals relating **only** to assessment results. It does **not** cover:

- complaints about service levels (see the Complaints Policy).
- extenuating circumstances (see the Extenuating Circumstances Policy).

CGIUKI will consider all eligible appeals in a fair, consistent, and confidential manner, without prejudice.

A candidate may submit an appeal only where the grounds meet the eligibility criteria set out in Section 2 Grounds for appeal. An appeal cannot be submitted simply because a candidate is dissatisfied with their result, nor can it be used to challenge academic or professional judgement.

An appeal may only be submitted where a candidate has received a failed grade for an assessment. Appeals are not accepted for assessments that have been passed, regardless of how close the mark may be to a grade boundary or the candidate's expectations

A candidate may only submit an appeal on their own behalf. Appeals submitted by third parties will not be accepted unless accompanied by the candidate's written authorisation.

Candidates are strongly encouraged to contact CGIUKI informally before submitting a formal appeal to understand the context and reasons for their result. A formal appeal should be submitted only when informal discussions do not resolve their concerns.

2. Grounds for appeal

You have the opportunity, before and after the exam, to inform us about any incident or personal circumstance which you feel may have affected your performance. All issues raised with CGIUKI will have been considered by the Assessment Review Panel before agreeing and releasing exam results. The Assessment Review Panel oversees the independent evaluation of assessment processes to confirm accuracy, fairness, and adherence to policies and standards.

If there are other circumstances which you feel have not been considered, or which indicate that your result has not been arrived at correctly, you can lodge a formal appeal of your result.

If you are considering appealing your result, it is important that you read all parts of this section very carefully.

An appeal may be made **only** on grounds alleging one or more of the following:

- **Procedural irregularity:** where CGIUKI's assessment policies or procedures were not correctly followed and this is believed to have adversely affected the outcome.
- **Administrative error:** where an error in processing, marking, recording, or communicating the result may have affected the outcome of your assessment

An appeal will not be accepted if it:

- challenges the academic or professional judgement of examiners
- relates to a passed assessment (irrespective of proximity to grade boundaries)
- seeks additional feedback beyond that normally provided
- relates to personal circumstances that should have been submitted through the Extenuating Circumstances procedure

3. Appeals procedure

If you remain dissatisfied with the decision of the Assessment Review Panel, once informal avenues have been exhausted, and believe there are valid grounds for appeal (as specified in section 3 above), you may invoke the formal appeal procedure.

The appeal fee is £100.00 and is paid when the appeal is submitted. It will be refunded only if the appeal is upheld.

A formal appeal may be submitted by completing the 'Submission of Appeal' process in the MyCG area (the same page as your latest exam result) within **14 working days of notification of the result**. Appeals made after this date will be rejected unless you have provided clear documentary evidence to demonstrate that you were prevented from submitting the appeal earlier.

You must make it clear on which of the above grounds you are making your application. Appeals submitted without this information will be rejected. You should submit any documents that you wish to be considered as part of the appeal with your application.

On receipt of the formal appeal, CGIUKI will consider whether the application is made on one or more of the two grounds specified in section 2 Grounds for appeal this section. If it is not based on one of these grounds, you will be notified within thirty ten working days of the appeal having been received, that the appeal has been rejected. There will be no opportunity for you to appeal this decision, and the appeal fee will not be refunded.

If the appeal is made on one or more of the grounds set out in section 2, a senior manager (the "reviewer") will lead the investigation. The reviewer will be independent of the assessment decision. and will not have been involved in the marking moderation or quality assurance of the candidate's assessment and results.

The reviewer will:

- assess whether the grounds meet eligibility criteria
- examine relevant documentation, evidence, and assessment records
- determine whether policies and procedures were properly applied
- identify any errors that may have affected the outcome

Where necessary, the reviewer may consult a secondary reviewer. This individual will also have been independent of the original assessment process.

Your data and the information submitted as part of an appeal will be dealt with in confidence. However, when you lodge an appeal, you accept that relevant staff members and, potentially, our assessors and board members, will have confidential access to all the information

If you have any questions about the appeal process, then please contact examinations@cgi.org.uk.

4. Appeal outcomes

Following consideration of the appeal, the reviewer will recommend one of the following outcomes:

- **Appeal upheld (error identified):** the result may be amended and replaced, or the assessment may be re-marked or re-moderated where appropriate
- **Appeal upheld (procedural irregularity identified):** CGIUKI may take corrective action if the irregularity is determined to have affected the result.
- **Appeal not upheld:** the original result stands because no relevant error or irregularity is found.

Following the reviewer's consideration of the appeal and their recommendation, the Appeals Review Group (the "Group") will convene to determine the outcome. The Group will consist of:

- Director of Education and Learning
- Learning and Standards Lead
- Chief Examiner and/or Assessment Review Panel representative

The Group will:

1. review the recommendation and all supporting evidence provided by the reviewer
2. confirm the reviewer's recommended outcome or request additional information or clarification if the evidence is insufficient or if further scrutiny is necessary
3. make the final determination on the outcome of the appeal
4. ensure consistency, fairness, and adherence to CGIUKI assessment policies
5. record the decision and rationale for the appeal outcome and ensure that this is communicated to you

It is important for you to know that, even if your appeal is upheld, this does not mean that your mark will be adjusted. Your exam paper would only qualify for re-marking if the outcome of an upheld appeal found that there were serious errors in the marking process. If the result of an upheld appeal is that your exam script is remarked, the result could be higher or lower than your original mark.

The Independent Reviewer's decision is final and brings the appeals process to an end. You retain the right to escalate your concerns through the Complaints Procedure, detailed in Making a Complaint which is accessible on the CGIUKI website.

5. Timeframe for Review

CGIUKI aims to complete the review and issue a decision within **30 working days** of the appeal window closing.

Where more time is required due to complexity of the appeal, CGIUKI will notify the candidate and provide an updated timeframe.