ASTRA Ready

ASTRA LIBRARY

Appeals and complaints

Version 1.0 - 1 October 2026

hello@astraready.com - www.astraready.com

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We want every candidate to be treated fairly. Use this policy if you think a result, a question or a decision was wrong, or if you want to complain about anything else.

1. Result review

Within 14 days of receiving your result you may ask us to check your sitting for scoring or technical errors. Email hello@astraready.com with your candidate ID and sitting date. We re-mark the sitting and reply within 10 working days. A result review does not re-judge your answers against the evidence; it checks that your answers were recorded and scored correctly.

2. Item challenge

If you believe a question was wrong or unclear, tell us within 7 days of your sitting. Describe the case and question in your own words; do not copy examination content. Challenged items are reviewed by someone who did not write them. If an item is found faulty it is removed from scoring for everyone who sat that paper, and every affected result is recalculated. You are told the outcome within 15 working days.

3. Appeal against a misconduct decision

If a result is withheld or cancelled, or a credential revoked, you may appeal within 14 days. Send your explanation and anything that supports it to hello@astraready.com. A person who was not involved in the original decision reviews it and replies within 15 working days. Their decision is final.

4. Complaints

Email hello@astraready.com. We acknowledge within 2 working days and aim to resolve within 15 working days. If we need longer, we tell you why and when to expect an answer.

5. What we record

Every review, challenge, appeal and complaint is recorded with its date, the decision and the reason. We use these records to improve examinations and nothing else.

6. Cost

There is no charge for a result review, an item challenge, an appeal or a complaint.