ASTRA Ready

ASTRA LIBRARY

Appeals and complaints

Earlier edition - 29 September 2026

hello@astraready.com - www.astraready.com

Appeals and complaints

Effective 29 September 2026 - Edition 1.0

Result review

Within 14 days of your result, you can ask us to check your exam for scoring or technical errors. We re-mark it and reply within 10 working days.

Challenging a question

If you believe a question was wrong or unclear, describe the case and question, without copying exam content, within 7 days of your exam. We review every challenge. If a question is found faulty, it is removed from scoring for everyone who sat that paper, and results are recalculated.

Supervision flags

After your exam you can see any supervision flags on your sitting and add an explanation. A trained person reviews every flagged sitting; the AI never decides on its own. If an accommodation affects how the checks work for you, tell us before your exam (see the Candidate Handbook).

Misconduct decisions

If a result is withheld or cancelled, or a credential revoked, for breaking the exam rules, you can appeal within 14 days. A person not involved in the original decision reviews it and gives you the reasons for the outcome.

Complaints

Email hello@astraready.com. We acknowledge within 2 working days and resolve within one month at most, aiming for 15 working days.

How to send an appeal

Email hello@astraready.com from your account's email address with your name, credential or voucher details, the date of your exam and what you are asking us to review.