

## Appeals Regulations

1. Formal appeals will only be accepted from candidates who failed one of the DELF, DELF Junior or DALF exams.
2. The candidate must personally submit their appeal to the Exam Centre. Legal parents or guardians may submit appeals on behalf of candidates who are minors. Appeals must be in writing and sent by **registered post**. Letters should be addressed to the President of the Regional Jury of the Centre where the exam was taken. For the address of your Regional Jury, please refer to the DELF DALF website: [www.delfdalf.ch](http://www.delfdalf.ch). Go to the «contact» page and open the PDF document «Liste Présidents de Jury DELF DALF». Appeals are free of charge.
3. Appeal letters will only be accepted when they are clearly titled «**recours**» and are **posted** within **14 days** of receipt of exam results\*.
4. The Regional Jury will verify if the exam was conducted according to the regulatory code of practice and if all standard procedures were followed correctly. It will also review the candidates written exam papers.  
An appeal can only be accepted if a formal procedural error is found by the Regional Jury. The appeal will be declined if no procedural error is found.
5. The President of the Regional Jury will notify the appellant and the Director of the Exam Centre, in writing, by **registered post**, of the outcome:
  - should the appeal be accepted and the new exam result is above the average (50 points out of 100), the exam is declared passed;
  - should the appeal be accepted and the result remains unchanged, the appellant can choose to re-sit the same exam in any Exam Centre at a later date. The cost of this exam will be covered by the original Exam Centre;
  - if the appellant does not want to sit the exam again, their exam fees will be refunded by the Exam Centre;
  - if the appeal is declined, the candidate will fail the exam.
6. If you are unhappy with the decision of the Regional Jury, appellants can ask to have their case reviewed by the President of the National Jury (the Conseiller de Coopération et d'Action culturelle de l'Ambassade de France). Requests for further review by the National Jury must be made in writing and sent by **registered post** within seven (7) days of receiving the decision of the Regional Jury\*.  
The President of the National Jury will check to make sure all appeals procedures were followed correctly by the Regional Jury.
  - If so, they will decline the second appeal.
  - If not, the President of the National Jury and the Quality Manager will reconsider the case according to step 5 of this policy, above.
7. The decision of the National Jury is final.

\* postmark dates on envelopes will be used to work out time limits.