

A complaint can arise from dissatisfaction about any aspect of the administration of the assessment process, including actions of an assessor or member of staff. However, there are different procedures for different aspects of the assessment process.

If you wish to appeal against an **assessment** decision, please use the **appeal against assessment decisions process**.

If you wish to appeal against a **malpractice** decision, please use the **appeal against malpractice decisions process**.

Informal complaint

If you feel comfortable doing so, please raise your complaint informally through a discussion with the relevant individuals as this may resolve the situation.

However, there is no obligation to do this and one may raise a formal complaint without raising it informally first.

Formal complaint

To raise a formal complaint, please follow the process below:

EPAO acknowledges receipt within **3 working days**

Request a **complaints form** from assessment@archaeologists.net and return it to this address once completed.

Within **10 working days**

Option one

The assessment centre manager (ACM) will escalate the complaint to the head of professional development and practice (PDP head). The PDP head will conduct an initial investigation.

Where the head feels that the complaint **doesn't require any further investigation**, the PDP head will write to the complainant to inform them of the outcome and to offer a meeting to discuss this decision.

If after meeting with the PDP head a complainant feels that their complaint has not been dealt with satisfactorily, they may follow the **appeal against complaints decisions process**.

Within 10
working days -
ctd

Option two

Where the head feels that the complaint **does require further investigation**, they will write to the complainant to:

- inform them that it requires further investigation
- explain that they will draw up an investigation plan which will be shared with them (within a further 10 working days, as detailed below)

Within 10
working days

The PDP head/ACM will develop an investigation plan. This will include:

1. **expected timescale and reporting points, including reporting on the final outcome**
2. relevant staff/stakeholders to be involved
3. evidence to be gathered and scrutinised.

The timescale is shared with the complainant and any other relevant stakeholders.

In accordance with the
published timescale

In accordance with the published timescale:

- The investigation plan is implemented
- The final outcome is communicated in writing to the complainant

If after receiving the final outcome from the investigation a complainant feels that their complaint has not been dealt with satisfactorily, they may follow the **appeal against complaints decisions** process.