

Appeal against a **complaints decision process**

A fee is chargeable for this service. If an appeal is upheld, then the fee is refunded. Please see CfA Qualifications fees list for details.

Staff resources: where the CfA chief executive is unavailable (e.g. due to annual leave) a nominated representative will carry out their role.

Where a party feels that:

- **an unfair complaints decision has been made and/or**
- **the complaints process has not been followed correctly**

then they have the right to appeal.

Appeals must be made in writing and addressed directly to CfA chief executive. They must clearly state the reason for the appeal and supply any relevant evidence.

They must be made within five working days of receiving the final outcome decision of the PDP investigation.

Within **10**
working days

The chief executive will:

- review the appeal evidence to ascertain whether it's sufficient for scrutiny and will ask for further evidence from the appellant if necessary

Within **20**
working days

Once the chief executive is satisfied that they possess all the relevant evidence, they will scrutinise this and adjudicate on the conclusions of the investigation.

They will produce a report detailing their conclusions and rationale. This is shared with the complainant and other relevant stakeholders.

Where the complainant disagrees with the decision made by the CfA chief executive, it is considered to be the case that EPAO internal appeal process has been exhausted and the complainant the right to appeal directly to Ofqual.