# **COMPLAINTS AND APPEALS**

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| **Complaint** | A complaint refers to an irregularity in the provision of the end point assessment |

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| **Appeal** | An appeal refers to a request for a review of a ‘fail’ outcome from the apprentice’s EPAAgainst a decision, penalty or sanction made resulting from a malpractice investigation.Where we have declined applications for access arrangements and special consideration.***Please request a clerical check in the first instance before making a formal request for an Appeal.*** |

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| **Your name and contact details** |  |
| **Date of your EPA** |  |
| **The element of your EPA you are complaining or appealing against** |  |
| **The basis for your appeal or complaint** |  |
| **List of Supporting Evidence** *(if relevant)* |  |

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| **Signed** |  |
| **Date** |  |

***Please note:*** the form can be completed electronically and sent to epa@suffolk.gov.uk