



## **Grievance Policy**

Appeals are NOT considered based on disagreement with the scores assigned in your report. Appeals will be considered and decided on a case by case basis. A grievance must be filed with the EIPA Diagnostic Center within 14 calendar days from the date you took the assessment.

Any abnormalities that occur during testing must immediately be brought to the attention of the Local Test Administrator. The Administrator will make every attempt to correct the situation and continue with testing. If the problem cannot be corrected the LTA and the candidate can agree to continue or to reschedule. If the problem is relatively minor you may want to complete the test, and submit with a written explanation of the problem and that you want us to score it as is.

### **Reasons for filing a grievance:**

- Environmental problems – Some aspect of the environment could not be corrected by the LTA, and negatively impacted your performance. The LTA will attempt to correct the situation in a reasonable time frame or arrangements can be made to retest at a later date.

### **Some examples of environmental problems are:**

- Fire alarm goes off, telephone rings, people walking into the testing room unexpectedly, extremely uncomfortable room temperature, testing equipment malfunctions, audio or video problems.

**Candidate's printed name and signature:**

\_\_\_\_\_ Date: \_\_\_\_\_

**LTA's printed name and signature:**

\_\_\_\_\_ Date: \_\_\_\_\_