GRIEVANCES AND APPEALS OF EXAMINATION SCORES

1. Challenges or complaints regarding the *conditions or environment of the test locations* must be submitted to API in writing no later than seven business days after the date of the examination. You can either include them on the Questionnaire distributed at the examination locations, or you can e-mail them to inspector@api.org. API will investigate the reasons for complaints but examination scores **will not be adjusted** based on the testing location complaints.

2. Challenges regarding *examination questions* **must be** submitted at the conclusion of each section of the examinations on the forms specifically provided. After the examination has been administered, a panel of subject matter experts will review all challenges received and determine their respective merits. In the event that challenges are found valid, the scoring will be adjusted, effective for all candidates taking the same exam.

Examinations are graded using a computerized system. The only reason this system would misread your answer sheet is if you did not properly color the bubbles or did not completely erase them.

After the exam you will receive a score report that indicates the passing score on the exam, the maximum possible score within an activity domain, your score within an activity domain, and a percent correct score in each activity domain within the exam. ***You may request a manual scoring of your exam for an additional fee of $75.00.***

Requests for manual scoring of exams should be submitted in writing by e-mail, mail or fax within 90 days after receipt of your score.