1. APPEALS

If you believe that your interests have been prejudiced at any stage of this selection procedure because of a mistake or because EPSO has acted unfairly or has failed to comply with the rules governing the procedure, you can appeal by following the steps below in the order shown:

<table>
<thead>
<tr>
<th>Step</th>
<th>Contact point</th>
<th>Time limit¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Request a review (optional)</td>
<td>Via the contact page on EPSO's website</td>
<td>10 calendar days</td>
</tr>
<tr>
<td>2. Lodge an administrative complaint under Article 90(2) of the Staff Regulations of Officials and Conditions of Employment of Other Servants of the European Union.²</td>
<td>Either by post to: European Personnel Selection Office (EPSO) C-25, 1049 Brussels, BELGIUM or via the contact page on EPSO's website</td>
<td>3 months</td>
</tr>
</tbody>
</table>

After the procedure in step 2 is completed, you have the following option:

3. If your complaint is rejected, whether explicitly or tacitly, you can submit a judicial appeal under Article 270 of the Treaty on the Functioning of the European Union and Article 91 of the Staff Regulations³

European Union Civil Service Tribunal Boulevard Konrad Adenauer 2925 Luxembourg 3 months

Like all citizens of the European Union, you can lodge a complaint with the European Ombudsman:

European Ombudsman
1 avenue du Président Robert Schuman - CS 30403 67001 Strasbourg Cedex FRANCE⁴

2. REQUESTS FOR CORRECTIVE MEASURES

Requests for corrective measures or reviews must be made **within 10 calendar days of the date of your test** via the online form on the EPSO website.

In your request, you **must** provide your candidate number and the information necessary to identify the question(s) that you believe contained errors (for example by describing what the question was

¹ From the date of publication of the decision in your EPSO account.
² Please state in the subject line of your letter: the reference number of the selection procedure, your candidate number and ‘Complaint under Article 90(2)’.
³ For details on how to submit an appeal and how to determine the time limits, please consult the website of the European Union Civil Service Tribunal at: [http://curia.europa.eu/jcms/jcms/T5_5230](http://curia.europa.eu/jcms/jcms/T5_5230).
⁴ Please note that complaints lodged with the Ombudsman have no suspensive effect on the time limit laid down in Articles 90(2) and 91 of the Staff Regulations for lodging complaints or for submitting appeals to the Civil Service Tribunal under Article 270 of the Treaty on the Functioning of the European Union. Please also note that, under Article 2(4) of the General conditions governing the performance of the Ombudsman’s duties, any complaint lodged with the Ombudsman must have been preceded by the appropriate administrative approaches to the institutions and bodies concerned. For full details of the procedure, consult the website at: [http://www.ombudsman.europa.eu/media/en/default.htm](http://www.ombudsman.europa.eu/media/en/default.htm).
about and/or mentioning the question number), and explain as clearly as possible the nature of the alleged error.

Requests received after the deadline or which are not clear enough to identify the question(s) contested will not be considered.