

## Overseas Registration Exam (ORE) Part 1 Policy and Procedures

### Complaints and Appeals

#### 1. INTRODUCTION

- 1.1. The Faculty of Dentistry, Oral & Craniofacial Sciences (FoDOCS) at King's College London is committed to considering and investigating genuine appeals and complaints from candidates. FoDOCS defines a complaint as an expression of dissatisfaction that warrants a response and through this procedure provides a clear mechanism for that to happen. FoDOCS will review what led to the complaint and where appropriate seek an early resolution.
- 1.2. It is hoped that the majority of cases should be satisfactorily resolved through informal discussions without the need for a formal complaint to be made. In order to facilitate this, FoDOCS emphasises the importance of seeking a resolution through informal discussions at the earliest opportunity to avoid a protracted investigation. Candidates wishing to discuss matters of concern are advised to either call or email the KCL ORE Examinations Team (tel: 0207 188 8095 email: [oreexams@kcl.ac.uk](mailto:oreexams@kcl.ac.uk)).

#### 2. APPEALING AND MAKING A COMPLAINT

- 2.1. Where it is appropriate to make a complaint, the candidate should contact the KCL Examinations Team *in writing* and *within 7 working days* of the date of the incident to which the complaint refers. Complaints should be sent via email to the Examinations Team at [oreexams@kcl.ac.uk](mailto:oreexams@kcl.ac.uk).

FoDOCS will acknowledge receipt of any formal written complaint within 5 working days of its receipt.

Complaints should be made by the candidate her/himself; the complaints procedure is not intended to be used by a third party making a complaint on behalf of a candidate.

Where the issues raised in a complaint affect a number of candidates, those candidates can submit a complaint as a 'group complaint'. In such circumstances, in order to manage the progression of the complaint, FoDOCS can ask the group to nominate one candidate to act as group representative. In such cases, the FoDOCS will normally communicate through the nominated representative only.

- 2.2. If a complaint or appeal cannot be resolved by informal discussions a candidate may appeal a decision/make a complaint relating to examination results if one or both of the following conditions are met;

- a. Where there is evidence that the candidate's examination may have been adversely affected by illness\* or other factors which the candidate was unable to divulge before the Assessment Board reached its decision;
- b. Where there is clear evidence of an administrative error on the part of the College or that the examination was not conducted in accordance with the Instructions/Regulations.
- c. A successful appeal cannot change a candidate's mark but will set aside the candidate's result and the appeal sitting will not count as an attempt

2.3. Assessment Boards are responsible for ensuring examinations and assessment procedures under their remit are carried out in accordance with College regulations and other regulations governing the programme. The Assessment Board normally consists of a Lead, at least three internal examiners from King's College London and the Chief External Examiner who is independent of King's College that have been appointed by the General Dental Council to provide additional impartial scrutiny of the assessment process and normally meets within 14 working days of the final examination. The assessment board will review the case and agree the outcome of the appeal/complaint within 21 working days of receipt of a complaint. In the event that the Assessment Board deem it necessary that further information be procured from the candidate/third party FoDOCS will liaise with the candidate and agree a final decision within 14 working days from receipt of the additional documentation.

FoDOCS will inform the General Dental Council of all formal written complaints (within 7 working days of receipt of a complaint) and will provide details of the decision of the Assessment Board within an additional 7 working days.

\*This can also be considered within the Mitigating Circumstances Policy