

# THE CONSORTIUM

## Overseas Registration Examination Part 2

### Complaints Policy and Procedures

#### Introduction

This policy sets out the Consortium's Complaints Policy and Procedures for the ORE Part 2.

#### 1. ORE Complaints Policy

- 1.1 Concerning the Overseas Registration Exam (ORE), this includes complaints about the:
- provision and administration of the examination;
  - adherence to the Consortium's and the GDC's administrative processes;
  - fairness and impartiality of the ORE administration of the ORE process.
- 1.2 Candidates may not appeal against the academic judgement of examiners. A complaint will only be upheld:
- On the grounds of serious defect(s) in the provision of the examination or in the administrative process
  - If there is a reasonable possibility that, had that defect not occurred, the candidate would have had a significantly more successful outcome in the exam.
- A complaint that is upheld may result in a candidate being offered a priority place to re-sit the examination free-of-charge. If the complaint is upheld, the attempt to which the complaint relates may be discounted when considering the maximum number of attempts.
- 1.3 The Consortium aims to resolve complaints quickly, effectively and as smoothly as possible. We guarantee to acknowledge all complaints within five working days of their receipt and, under normal circumstances, respond to each complaint fully soon after the General Dental Council has released the results of the examination to candidates. If we cannot give a full response soon after that event, then we will contact the complainant to let them know why, and give a realistic timeframe for when we will get back to them.
- 1.4 Complaints
- must be submitted online by clicking the link at the bottom of this web page <https://www.orepart2.org.uk/complaints/>
  - must be received via the online form within 5 working days of the end of the examination. Once this deadline has expired the online form will no longer be available.

## 2. **Unfounded complaints and unprofessional behaviour.**

- 2.1 Genuine complaints will be treated respectfully and will be investigated and responded to. However, spurious complaints that are a deliberate attempt to unfairly gain advantage will be considered unprofessional behaviour and maybe considered under the Suspected Malpractice Policy and Procedures.
- 2.2 Candidates are prohibited from contacting or attempting to contact internal or external examiners prior to or after the examination for any reason. Such behaviour will be considered unprofessional behaviour and may lead to consideration under the Suspected Malpractice Policy and Procedures.

## 3. **ORE Complaints Procedure**

- 3.1 After the ORE candidate submits an online complaint, it is – as soon as is practicable – passed onto the **RCS Head of Examinations**<sup>1</sup> and copied to the Consortium's Chair of the Examination Board and to the ORE Project Manager who logs the complaint.
- 3.2 The **Head of Examinations**<sup>1</sup> assesses the complaint to determine whether it is an appeal against ORE results, a complaint regarding a defect in the provision of the examination or a complaint regarding the Consortium's or GDC's administrative processes.
  - 3.2.1 Appeals against results cannot be considered for adjudication.
  - 3.2.2 Complaints regarding defects in the provision of the examination are forwarded to the Consortium's Lead(s) and copied to the GDC's Chief External Examiners and Examinations Manager for comment.
  - 3.2.4 Complaints regarding Consortium's administrative processes are forwarded to the Consortium's Project Manager for review and response.
  - 3.2.5 Complaints regarding the GDC's administrative processes are forwarded to the GDC's Examinations Manager, via the Consortium's Project Manager for response.
- 3.3 The Academic Lead(s) and Chief External Examiners submit their comments. Taking into account the advice provided, **the Head of Examinations**<sup>1</sup> consults the Chair of the Dental and Surgical Examinations Committee of the Royal College of Surgeons of England, who decides whether or not there has been a serious defect in the provision of the examination or in the administrative process. **The Head of Examinations**<sup>1</sup> responds to the candidate accordingly.
- 3.4 If, after investigation, the Chair of the Dental and Surgical Examinations Committee of the Royal College of Surgeons of England considers that a complaint should be upheld it will be reported to the GDC's ORE Advisory Group via the Examinations Manager with a recommendation as to whether the candidate should be offered a priority re-sit free-of-charge. Only the GDC Registrar can agree to sanction this.
- 3.5 The decision will be communicated to a candidate by the appropriate party by email (see ORE Protocol).

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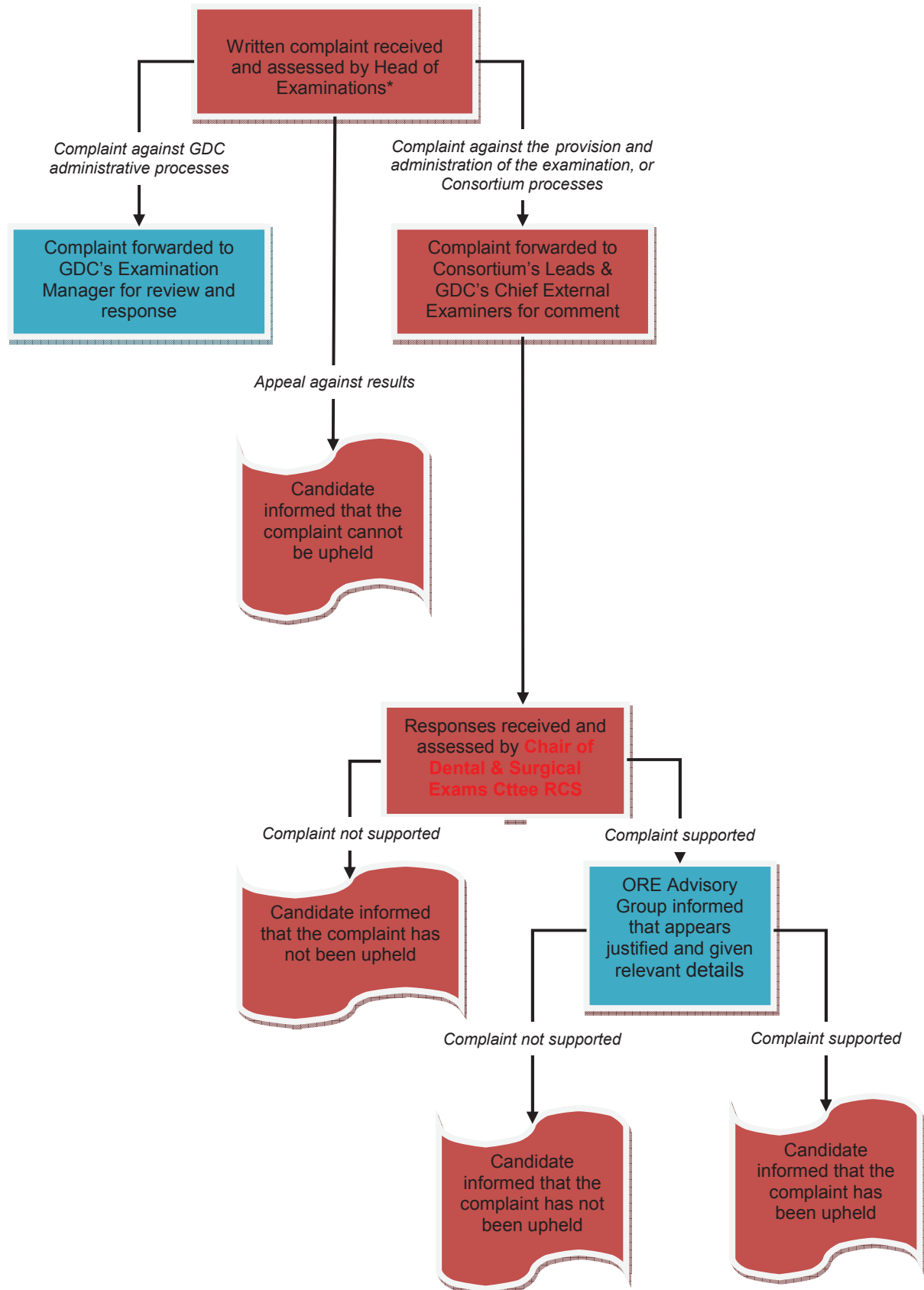
<sup>1</sup> Or persons with delegated authority

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- 3.6 A candidate can request a review of a decision ONLY if there is new information to present which could impact on the original decision. Requests of this nature shall include all new evidence to be considered and be made in writing to the Head of Examinations no later than 28 working days after the candidate receives the outcome of the complaint. The Head of Examinations shall determine whether the new information warrants a review of the outcome and may ask the Registrar of the GDC to carry out a review of the complaints process. In the event that the original decision is upheld, this decision will be final.

# ORE Protocol

 Consortium responsible

 GDC responsible



\*or persons with delegated authority