

LDS – Examination Complaints Procedure

When you can complain

Complaints will be considered where a candidate believes that:

- There has been an irregularity in the conduct of the examination
- The College failed to take into account extenuating circumstances of which it had been informed prior to the examination
- The College failed to make allowance for unusual examination conditions
- Unlawful discrimination has occurred
- Malpractice has occurred.

1. How to submit a complaint:

- Complaints will be dealt with in the first instance by the Royal College of Surgeons Examinations Department.
- Complaints must be submitted in writing (by letter or email). Complaints must be submitted using the appropriate form which is at the end of this document. **Only complaints received using the form will be acknowledged and investigated.**
- As much supporting information as possible should be enclosed.
- A complaint will only be considered if the form is received from a named individual candidate. Forms representing complaints from two or more candidates will not be accepted.
- The form plus any supporting documents should be sent **within 3 working days of the incident** to Examinations Department at the Royal College of Surgeons of England (address details at the top of the form).

IMPORTANT - PLEASE NOTE:

Complaints concerning problems with equipment/logistics need to be lodged with the support staff or examiners at the time of the incident otherwise they cannot be investigated.

2. Unfounded complaints and unprofessional behaviour:

- Genuine complaints will be investigated thoroughly and a response given. However spurious complaints that are a deliberate attempt to unfairly gain advantage will be considered unprofessional behaviour and may be investigated under Section 2.3 of the Malpractice Policy (<https://www.rcseng.ac.uk/-/media/files/rcs/education-and-exams/exams/lds-docs/lds-malpractice-policy.doc>).
- Candidates are prohibited from discussing, contacting or attempting to contact examiners or College staff to discuss complaints. All complaints must be submitted as set out in Section 1 above. The only exception to this is that any problem arising

during the examination with equipment/logistics should be reported to examiners or support staff immediately at the time.

What will happen next:

- On receipt, the complaint will be acknowledged and its admissibility considered. If the complaint is considered inadmissible, the candidate will be informed, setting out the reasons.
- If the candidate still considers that his/her complaint is legitimate, he/she should send full details to the Chair of the FDS Examinations Committee at the Royal College of Surgeons of England. The Chair will review the case and may either direct the College to allow the complaint or confirm that the complaint is inadmissible. The Chair's decision on this point is final.
- If the complaint is permitted to proceed, it will be heard by the LDS Board of Examiners.
- The Board will deliberate in private and may make findings as follows:
 - The complaint is dismissed
 - The complaint is upheld and one or more of the following courses of action is adopted:
 - Result declared void
 - Examination fee refunded
 - Candidate is given free attempt at next diet
 - Recommendation to College that candidate is given extension to time limit for completion of the exam.
- The College Examinations Department will inform the candidate of the result of the hearing.

Details of the Appeals Procedure is included in the documentation available on the following webpage: <https://www.rcseng.ac.uk/education-and-exams/exams/search/license-in-dental-surgery-part-2/>

LICENCE IN DENTAL SURGERY
NOTIFICATION OF COMPLAINT

Please complete and submit this form, within 3 working days of the end of your examination, by email to exams.rcseng.ac.uk or by post to:

Examinations Department
Royal College of Surgeons of England
35-43 Lincoln's Inn Fields
London WC2A 3PE

Candidate Name	
Candidate Number	
Contact (address or email)	
Date of Examination	
Examination component to which the complaint relates	
Details of the Complaint:	
Date:	