

EXAMINATION COMPLAINT REVIEW PROCEDURE

The purpose of the Examination Complaint Review Committee (hereinafter referred to as Committee), is to review the examination procedures, performance and results of those candidates who have failed a CRDTS examination and have submitted a complaint complying with the criteria set forth herein.

The scope of such review shall be limited to a determination of the existence of substantial evidence to support the determination of the examiners that the complaining candidate has failed the examination.

A \$250 NON-REFUNDABLE FEE IS CHARGED FOR PROCESSING

1. All failing candidates will be notified of their examination results from CRDTS' Administrative Office.
2. Candidates who contact the Administrative Office by phone or by mail indicating they would like to file a complaint, shall be mailed information regarding the complaint review procedure.
3. All complaints submitted by failing candidates (hereinafter referred to as candidates) shall be submitted in writing (filed and received) to the Administrative Office of **CRDTS within 14 days following the official date on which the scores were mailed to the candidate or the candidates school**. Such complaint shall set out specific and factual information sufficient to support the complaint submitted. Complaints submitted which constitute mere allegations or which amount only to conclusions, shall not receive further consideration. Each such complaint shall be signed by the candidate.

In determining whether to file a petition, the candidate should be advised that all reviews are based on a reassessment of documentation of the candidate's performance on the examination. The review does not include a re-grading of that performance; it is limited to a determination of whether or not there exists substantial evidence to support the judgment of the examiners at the time of the examination. The review will not take into consideration other documentation that is not part of the examination process, such as post-treatment photographs, models, character references or testimonials, dental school grades, faculty recommendations or the opinions of other "experts" solicited by the candidate. In addition, the review will be limited to consideration of the results of only one examination at a specific test site. If a candidate has completed more than one CRDTS' examination, the results of two or more examinations may not be selectively combined to achieve an acceptable final score.

4. Upon receipt of a complaint submitted in proper form, such complaint shall be forwarded by the Administrative Office to the Chairperson (Chair) of the Committee.
5. The Chair of the Committee shall review each complaint received. In the event the Chair determines that the complaint does not provide a sufficient factual basis to warrant further investigation or otherwise does not comply with the requirements for such complaints as set forth in paragraph 1 hereof, the Chair shall so notify the candidate and the complaint shall receive no further consideration.
6. Upon receipt and acceptance of a complaint in proper form the Chair of the Committee shall distribute copies of such complaint, together with copies of all information concerning the performance of the candidate upon the examination to each of the members of the Committee and to the President of CRDTS.

7. The Committee shall thereupon commence its investigation of the complaint. The committee shall develop and apply such procedures of investigation as it shall, from time to time, deem appropriate. These procedures may include any or all of the following:
 - a. A review of all documentation concerning the examination results and performance of the examinee.
 - b. Interview the Chief Examiner at the examination site.
 - c. Interview members of the examining team.
 - d. Such additional investigation as is deemed warranted by the circumstances of the complaint.

The Committee shall complete the initial investigation **within sixty (60) days after the date upon which the complaint filed by a candidate is received in the Administrative Office of the corporation.**

8. If at the conclusion of the initial investigation, the Committee determines that the results of the examination are not supported by substantial evidence, the Committee may determine and recommend appropriate remedial action.
9. If the initial investigation appears to indicate that substantial evidence exists to support the results of the examination, the Committee will notify the candidate in writing that the candidate may request an opportunity to appear before the Committee and present additional information. In lieu of a meeting, a conference call, at the expense of the candidate, can be scheduled, if mutually agreed upon by the Committee and the candidate.
10. The candidate shall submit in writing his/her signed request to appear before the Committee within ten (10) days, after the date of such notice.
11. The candidate's appearance before the Committee shall be at a time and place to be fixed by the Committee, which shall be a regular meeting date of the Committee. The candidate shall bear the cost of his/her own travel and lodging expenses, and legal fees, if any.
12. Upon his/her appearance before the Committee, the candidate may be accompanied by legal counsel and may submit information and related exhibits relevant to the complaint raised within the scope of review of the Committee established herein.
13. The Committee may, by majority vote, adopt procedures for the appearance of candidates, including limitations upon duration of presentations by candidates and the types of evidence to be submitted within the limitations set out in #3 above. The Committee shall determine the relevance of all material offered to the Committee.

Attached, you will find an Examination Complaint Review Procedure form for you to complete and return to the Administrative Office. The address is given on the title page of the procedure.

