

Testing Complaint/Appeal Process:

Candidate Complaint/Appeal

Policy and Procedures

- a. The Candidate is required to first notify the testing company of the concern or complaint. For a qualifying appeal, the Candidate is required to attempt to complete the testing company appeal process first.
- b. If the Candidate is not satisfied with the results of the appeal or the response of the testing company to the complaint or concern, Candidate must complete the [Candidate Testing Complaint/Appeal Form](#).
- c. In order to qualify for Board review, the Candidate must file an appeal within thirty days of examination and one of the following must apply:
 - i. Must have failed more than one time or failed with a score of 20% or below.
 - ii. Complaints are regarding poor exam site conditions and/or proctor behavior.
- d. When Board review is applicable, the applicable School(s) will be sent the Student Inquiry [Testing Appeal/Complaint Form](#) to complete.
- e. The testing company will be sent a copy of the complaint/appeal for response.
- f. The Candidate should provide the Board with a copy of the testing company response/findings of their previously submitted complaint/appeal and a copy the practical exam results from their exam portal, if applicable.
- g. The Board Testing Review Committee will review the information provided to make recommendation for resolution or Board action. The Board will not provide Candidates with information on what was missed on their examination.
- h. Complainant will be notified of the recommendation for resolution or Board action.

School Testing Complaint Process

- 1) The School should submit the testing concern or complaint to the testing company first. This form is not to be used for specific exam appeals or complaints on behalf of certain candidates. This form is only for schools to submit unresolved general testing complaints or concerns to the Board.
- 2) If the school is not satisfied with the response of the testing company to the complaint or concern.
 - A) School must complete [School Testing Complaint Form](#).
 - B) The school should provide a copy of the response from the testing company to the previously submitted complaint/concern to the Board.
 - C) The Testing company will be sent the school complaint/concern for response.
 - D) The Board Testing Review Committee will review the information provided to make recommendation for resolution or Board action.
 - E) The Complainant will be notified of the recommendation for resolution or Board action.