After an exam administration... comments and complaints can range from minor to major including:

- Minor
- Major

environment, equipment, content, special accommodations, staffing, unique situations, directions, technology, other candidate behavior, noise, lighting, seating, etc.

What complaints are common among CLEAR member agencies?
- Survey results will be reported regarding frequency of complaints about:
  - Test environment (temperature, lighting, noise)
  - Equipment
  - Proctors/Invigilators
  - Content
  - Insufficient Time/Directions
  - Other Candidate Behavior
  - Special Accommodations
How often do CLEAR members receive candidate complaints about special accommodations provided?

- Reader
- Proctor/Invigilator
- Noise or distractions
- Exam room
- Amount of time provided
- Candidate expectations differed from what was provided

How do candidates communicate their complaint?

- Most agencies administer a post exam survey that specifically asks for candidate comments/complaints.
- Frequency of other modes of candidate complaint communication:
  - Email
  - Telephone
  - Certified Letter, Federal Express, or Mailed Letter

Prioritizing Complaints

- How do CLEAR members prevent a minor complaint from escalating?
- When is the point when legal staff needs to become involved?
- Survey results reported on a 5-point scale for 14 potential issues
CLEAR Member Recommendations and Suggestions Regarding:

- Responding to complaints in a timely and effective manner.
- Handling non-routine complaints or complaints that presented a challenge to resolve.
- Lessons learned and best practices for handling candidate complaints.

Participant Sharing & Discussion Part I: Preventing Candidate Complaints

- What strategies does your agency use to ensure exam administration fairness and prevent candidate complaints?
- Once a complaint is received, what strategies does your agency take to prevent minor complaints from escalating?

Participant Sharing & Discussion Part II: Handling Candidate Post-Exam Feedback

- Are complaints prioritized, and if so how?
- What do you find are effective procedures to resolve complaints in a timely manner?
- What is the best and most appropriate response to candidate complaints considering fairness to all candidates?
- Other discussion
## Speaker Contact Information

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