

 Council on Licensure, Enforcement and Regulation

 How Do I Respond to That? Handling Candidate Complaints: A Survey of CLEAR Members

2012 Annual Educational Conference - September 6-8
San Francisco, California

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Promoting Regulatory Excellence

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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.


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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


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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


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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


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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


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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.


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**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?

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**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

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