



Examinations Department complaints procedure

1 Introduction

- 1.1 The Examinations Department is committed to providing good quality services to candidates, examiners and examining centres. We recognise that sometimes we get things wrong or make mistakes. To deal with this we have a complaints procedure. This procedure covers all the activities managed by the Examinations Department not directly linked to an outcome of an examination. Candidates wishing to appeal an examination result should see the separate *Candidate Appeals Procedure*. This document can be found on our website at:
<https://www.rcpath.org/trainees/examinations/regulations-and-guidelines.html>
- 1.2 We take the view that complaints may help us to improve our services and our procedures. If you feel we have made a mistake or done something which you found unsatisfactory or unacceptable please let us know.

2 How to complain

- 2.1 We hope that most problems can be sorted out easily and quickly and with the person concerned. We will try to resolve the problem immediately if we can. If we cannot do this, for example, because the information we need is not to hand, then we will arrange the best way and time for getting back to you. This will normally be within five working days.
- 2.2 If your problem cannot be sorted out in this way and you wish to make a formal complaint the next step is to write to the Examinations Manager either by post or email setting out the details of your complaint including what you think went wrong and what you think would put things right. Her address is:

Miss Helen Melliush
Examinations Manager
The Royal College of Pathologists
6 Alie Street
London
E1 8QT

exams@rcpath.org

- 2.3 Complaints should ideally be made within one month of the date the problem or concern arose to enable us to establish what happened more readily.

3 How we will handle the complaint

3.1 Once the Examinations Manager receives a written complaint, they will arrange for it to be fully investigated. Your complaint will be acknowledged by email within five working days of receiving it and the email will say when you can expect a full response. This will normally be within three weeks. This may not always be possible, especially if we need to obtain further information, for example, from senior examiners. In such cases, we will let you know what action is being taken and tell you when we expect to provide a full response.

3.2 In considering the complaint, the Examinations Manager will:

- find out what happened and what went wrong
- analyse the complaint in the context of our regulations and procedures
- determine whether the complaint is valid
- where applicable, identify what we can do to make sure the problem does not happen again

4 If you remain dissatisfied

4.1 If, following our response, you are not satisfied you can take the matter further by going through the College's complaints procedure and referring the matter to the Chief Executive. Details of this procedure can be found on our website at: <https://www.rcpath.org/about-the-college/governance/college-policies/complaints-procedure.html>

5 Learning lessons

5.1 A register of complaints detailing the nature of the complaint and the outcome will be maintained by the Examination Manager. To help us learn lessons from the complaints received the register will be reviewed on a periodic basis by the Director of Examinations and Assessment. He will be aiming to identify trends that indicate a need to review regulations and procedures. Furthermore, the Chairs of the Panel of Examiners will be advised of all complaints relating to their specialty.