



ESRA-DRA Feedback & Complaints Policy

Feedback from Candidates about the exam

The ESRA-DRA Board genuinely values any constructive feedback from candidates regarding the conduct and/or performance of the exam. A survey may be developed to collect feedback on the individual parts of the exam (Parts 1, 2A, and 2B) to support reflection and improve the exam in the future.

Fee: 0€

All feedback should be raised via email to ESRA-DRA office (esra-dra@esraeurope.org), or in writing. Correspondence should be addressed for the attention of the ESRA-DRA Chair, within one month of the exam.

Feedback submitted anonymously or on behalf of another party will not be considered.

Feedback about the exam result to Candidates

Definition: The feedback gives a detailed report of the candidate's performance on individual topics covered during the examination.

Fee: 0€

The ESRA-DRA Board believes it is important to provide feedback to candidates beyond a standard pass-fail result to assist them in understanding and interpreting their overall result. The board does not attempt to justify the overall result, or the marks awarded, whether overall or for specific sections or skill domains. Marks are awarded using strict guidelines. Marks awarded are final and therefore exam results cannot be remarked.

Candidate feedback should not be confused with candidate guidance. Feedback is the provision of information relating to performance, whilst 'guidance' relates to the action taken in relation to certain information about performance.

Appeal / Complaint

Definition: An appeal or complaint will only be deemed valid for consideration when based on procedural irregularities in the conduct of the examination.

The burden of proof lies with the applicant, who must prove clear reason to why their

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performance was affected by impropriety or bias. The following are some examples of incidents that could occur, and may affect performance in the areas mentioned above:

- **Organisation**, e.g. If the candidate is denied participation in an exam after the registration process has been completed and all requested documents have been provided, receiving wrong or missing documentation, instructions, error in timing allowed, which was not resolved during the examination.
- **Content**, e.g. questions not relevant to the examination, questions on a topic not related to the curriculum.
- **Conduct**, e.g. prior to or during the exam process the examiner has not disclosed the conflict of interest with the candidate (positive or negative bias) and/or asked personal questions about candidate's age, gender, origins, beliefs, disabilities, workplace or experience which affected the candidate's performance or final outcome.

**The above list gives some examples of situations that may form the basis of a request for an appeal / complaint. It is not intended to be a complete list.*

It is important to note that complaints based on academic judgement, special circumstances affecting performance (ill-health, personal issues), or lack of awareness of examination regulations and procedures will be deemed invalid. Once validated during the post exam analysis and examiners debriefing, results are final and cannot be altered. As a consequence, it is not possible to appeal.

Fee: 300€

If the ESRA-DRA Complaints Committee confirm that a breach of protocol has occurred and has seriously impacted on the conduct of the examination, the ESRA-DRA Office will reimburse the 300€ fee and, at its discretion, may consider offering a free registration for an ESRA-DRA Part II (A or B) examination via voucher the following year.

Procedure: The Appeal / Complaint email must be sent to the ESRA-DRA Office, together with the proof of deposit of the appropriate fee in the ESRA Bank account at the latest 60 days from the time their detailed results were e-mailed to them.

The ESRA-DRA Appeal / Complaints Committee is called by ESRA-DRA Chair and comprises of:

- Three former members of the Examination Committee
- A member of the ESRA-DRA Board
- All 3 ESRA-DRA Chairs (Chair, Vice Chair Part 1, Vice Chair Part 2)

The formal appeal / complaint documents must include

- Dated and signed complaint email from the candidate sent to: esra-dra@esraeurope.org
- A statement clearly describing the violation of a specific exam regulation
- If possible, documents proving violation of the examination regulation

Candidates' subjective impressions of having made mistakes while under stress due to the exam situation, or time constraints in ESRA-DRA part I or ESRA-DRA part II, are insufficient grounds to

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initiate the process of an appeal.

The Appeal Committee is not there to verify the validity of the examination content or alter the score to influence the final examination result. The task of the Appeal Committee is to verify whether irregularities happened in the conduct of the exam processes.

The candidate cannot make an appeal against the decision of the Appeal Committee: the decision of the Appeal Committee is final.

Where a matter under appeal / complaint remains unresolved, a person shall not be eligible to apply for or attend ESRA-DRA examinations.

The Appeal hearing will be set at a date that is no more than three calendar months from receipt of the Appeal application email.

In the case that the candidate withdraws the appeal / complaint prior to the ESRA-DRA Appeal / Complaint Committee meeting, the procedural fee is not refundable.

Candidate confidentiality will be observed when handling complaints wherever possible. Candidates who engage in the complaints process will not be disadvantaged in any way.

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