

<b>Policy Name</b>	Reconsideration and Appeal
<b>Approved by</b>	FDHRC Board of Directors
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*\*Note: As per Board Motion, to be implemented as of January 1, 2026.*

## 1. Scope

This policy describes the circumstances under which an individual can request a reconsideration (“Reconsideration”) and, in certain circumstances, an appeal (“Appeal”) of an examination<sup>1</sup> result or decision of the FDHRC.

## 2. Reconsideration

### 2.1. Grounds for Reconsideration

An examination candidate who experienced a significant administrative, technological, exam delivery or other procedural irregularity (“Irregularity”) during the exam that had or was likely to have had a material impact on the candidate’s performance may submit a request for Reconsideration.

### 2.2. Reconsiderations for the National Dental Hygiene Certification Examination

A candidate that experienced an Irregularity must submit a request for Reconsideration no later than 7 calendar days after their exam date. The request for Reconsideration must be sent in writing (email or mail) accompanied by the appropriate administrative fee, indicate the grounds for the reconsideration, and include any relevant supporting documentation where applicable. A request for Reconsideration will be considered submitted on the date that it is received by the FDHRC.

The FDHRC’s Reconsideration Committee<sup>2</sup> will review the request for Reconsideration as well as any other relevant information available to the FDHRC, and will notify the candidate of its decision within 6 weeks of the exam day.

Requests for Reconsideration due to an Irregularity will be reviewed on a case-by-case basis.

Candidates are strongly encouraged to report all Irregularities to the invigilator/proctor/testing centre staff on exam day for documentation. Where appropriate, the FDHRC Reconsideration Committee may take into consideration

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<sup>1</sup> Includes the National Dental Hygiene Certification Examination (NDHCE) and Canadian Performance Examination in Dental Hygiene (CPEDH)

<sup>2</sup> Includes the CEO or their delegate, and two other FDHRC staff members.

whether or not the Irregularity was reported to the invigilator/proctor/testing centre staff and/or the candidate's explanation for failing to report an Irregularity in this regard.

The decision options available to the FDHRC Reconsideration Committee include:

- Denial of reconsideration
- Nullification of exam attempt with no loss of attempt.

The FDHRC Reconsideration Committee has discretion to refund the reconsideration administrative fee or waive the exam fee for the next attempt, depending on the nature of the extenuating circumstance.

The outcome of a Reconsideration cannot include overturning a fail to a pass.

### **2.3. Reconsiderations for the Canadian Performance Examination in Dental Hygiene**

Requests for Reconsideration due to an Irregularity must be reported on exam day on the candidate Incident Form, accompanied by the appropriate administrative fee. All reported Irregularities are reviewed immediately by FDHRC Reconsideration Committee and, where possible, candidates will be informed of the decision before they leave the exam site. No requests for Reconsideration will be accepted after the exam.

The decision options available to the FDHRC Reconsideration Committee include:

- Denial of reconsideration
- Nullification of station attempt and allowance for a reattempt. Candidate must sign form acknowledging that they have been provided with a reattempt, and that the first attempt score will not count.
- Nullification of exam attempt with no loss of attempt.

The outcome of a Reconsideration cannot include overturning a fail to a pass.

### **2.4. Not Grounds for Reconsideration**

A request for Reconsideration that is not based on any alleged material procedural irregularity, or that is frivolous, vexatious, made in bad faith or otherwise an abuse of process, will not be considered. The following is a non-exhaustive list of circumstances that are not grounds for Reconsideration:

- Exam policies and procedures.
- Candidate not following examination rules or procedures provided in advance of the exam.
- Lack of accommodations for pre-existing medical conditions or disabilities, as candidates can and are encouraged to request testing accommodations in advance where appropriate.

- The content, methodology, standards, and/or assessment criteria for scoring the exam.
- Extenuating circumstances, including death, etc. Candidates are reminded of the withdrawal policy of the FDHRC which includes the option for compassionate waiving of fees and no loss of exam attempt.

The decision of the FDHRC whether to allow a request for Reconsideration to be considered is final and not subject to reconsideration or appeal.

### **3. Appeal**

#### **3.1. Grounds for Appeal**

##### **3.1.1. Unsuccessful Reconsideration Decision**

An examination candidate whose Reconsideration is denied may submit a request for Appeal.

Under no circumstances will an appeal be considered regarding an Irregularity if the candidate did not submit a Reconsideration by the deadline.

The candidate must submit a request for Appeal within 30 calendar days of the candidate's receipt of their official examination result or Irregularity decision, whichever comes later. The request for Appeal must be sent in writing (email or mail) accompanied by the appropriate administrative fee, indicate the grounds for the Appeal, and include any relevant supporting documentation where applicable. A request for Appeal will be considered submitted on the date that it is received by the FDHRC.

##### **3.1.2. FDHRC Decision**

An examination candidate may submit a request for Appeal if their examination result was nullified or overturned by the FDHRC (for example, as a result of alleged or potential misconduct).

An equivalency assessment applicant may submit a request for Appeal if : (i) they were found not substantially equivalent by the FDHRC; and (ii) the denial of substantial equivalency was unreasonable in the circumstances or based on an alleged administrative or procedural error in the evaluation process.

The candidate or applicant must submit a request for Appeal within 30 calendar days of the candidate or applicant's receipt of the FDHRC decision on which they are appealing. The request for Appeal must be sent in writing (email or mail) accompanied by the appropriate administrative fee, indicate the grounds for the Appeal, and include any relevant supporting documentation where applicable. A request for Appeal will be considered submitted on the date that it is received by the FDHRC.

### **3.2. Not Grounds for Appeal**

The following non-exhaustive list includes circumstances that are not grounds for Appeal:

- Any alleged examination Irregularity for which a candidate did not request a Reconsideration by the deadline.
- Any circumstances for which a request for Reconsideration was declined due to not meeting the Grounds for Reconsideration listed above or otherwise being ineligible for a Reconsideration under this Policy.
- An unsuccessful examination or equivalency assessment result in and of itself.
- Policies related to examinations, equivalency assessments or accommodations.

### **3.3. Appeal Procedure**

The FDHRC office will forward the appeal request and supporting documents to the FDHRC Appeal Committee for its consideration. The candidate will also be provided a copy of all supporting documents and provided an opportunity to make final written submissions to the Appeal Committee. However, the FDHRC may refuse to disclose information to the candidate that is subject to legal privilege, that is confidential, or that may undermine the integrity of any aspect of the examination process, the reconsideration and/or appeals process, or any other function of the FDHRC or other matter within its authority.

The Committee will respond in writing to the candidate's appeal with its decision within 30 calendar days of receipt of the candidate's final submissions.

The decision options available to the Appeal Committee include:

- Denial of appeal and the original decision is upheld.
- In the case of an examination, nullification of exam attempt with no loss of attempt.
- In the case of an examination where a result has been changed to "null" or "fail" due to an allegation of misconduct, the FDHRC is directed to release the candidate's result.
- In the case of a substantial equivalency assessment, the Equivalency Assessment Committee is directed to re-evaluate the applicant's file.

The outcome of an Appeal of an examination result cannot include overturning a fail to a pass or the result of a substantial equivalency assessment from not equivalent to equivalent. The FDHRC Appeal Committee has discretion to refund the appeal fee or waive the exam fee for the next attempt, depending on the nature of the extenuating circumstance.

The FDHRC Appeal Committee decision is final.

# Reconsideration and Appeal Process Map

