



Policy: Submitting a Complaint About a Third-Party Assessment Provider

Approved by: Registrar & CEO

Applies to: All licensure applicants

Effective date: March 2026

Next review: March 2027

1. Purpose

This policy explains how applicants can submit complaints to the College about their experiences with third-party assessment providers engaged with, or recognized by, the College for entry-to-practice assessment (e.g., credential evaluation, examinations), and sets clear service standards, review and outcome processes. The policy supports the requirements for regulators in Ontario to ensure that all third-party assessments are transparent, objective, impartial, and fair, and that applicants are informed about the processes related to these assessments.

2. Scope

This policy covers complaints from applicants concerning any part of the College-recognized examination and assessment pathways delivered by third-party providers such as the CVMA-NEB, ECFVG, AAVSB, and ICVA.

Examples include: test-day concerns (e.g., invigilation or technical disruptions), accessibility/accommodation concerns, procedural fairness, timelines, scoring/quality assurance, or communications relating to an assessment administered by a third party.

Applicants are encouraged to use any candidate-experience feedback mechanisms or appeal processes offered by the third-party assessment provider to attempt to resolve their concerns directly with the provider.

3. Policy Statement

The College accepts and addresses written complaints from applicants about third-party assessment providers used or recognized in its licensure pathways.

Complaints will be managed with fairness, timeliness, accessibility, and impartiality.

4. Definitions

- **Applicant:** An individual applying or intending to apply for licensure to practise veterinary medicine in Ontario.

- **Third-Party Assessment Provider:** An external body recognized by the College to deliver assessments/exams in licensure pathways (e.g., CVMA-NEB, ECFVG, AAVSB, ICVA).
- **Complaint:** A written concern about an unfair process, service failure, or other issue related to the applicant's experience with a third-party assessment provider during licensure assessment.

5. How to Submit a Complaint

Written complaints should be submitted by email, addressed to the Registrar and sent to licensure staff at licensure@cvo.org.

What to include:

- Your full name, CVO application ID (if available), contact details.
- The Third-Party Assessment Provider, dates, location/delivery mode, and a factual description of what occurred.
- Relevant documents (exam registration/confirmation, correspondence, incident reports, accommodation approvals, screenshots).

If you need help preparing or submitting your complaint, contact licensure staff for assistance.

6. Process Overview & Timelines

The College commits to the following service standards for timely, transparent review:

You will receive an acknowledgement email within 5 business days and an outline of next steps.

The College will confirm whether the issue falls within the scope of this policy (i.e. relates to a third-party assessment provider) and will assess any urgency, such as an upcoming retest deadline.

The College will review the matter, request any additional records or information needed, and maintain timely communication with the applicant throughout the process.

Once the matter has been fully reviewed, the College will provide the applicant with a written response outlining any findings and outcome.



7. Privacy & Records

The College will collect only the information needed to review the matter, keep records secure, and share information with the third-party assessment provider only as necessary for the review. De-identified data may be used for quality improvement and reporting (e.g., trends, timeliness, systemic issues).