

Georgia Nurse Aide Grievance Process

All grievances must be in writing and submitted through the online system. The candidate must provide as much detail as possible on the grievance form. *The grievance must be submitted within 30 days of the candidate's exam date.*

After receipt of the grievance form, the complaint will be investigated. Once the investigation is complete, Credentia will send written correspondence back to the candidate informing him/her of the outcome of the investigation. If the grievance is substantiated, the candidate will be allowed to test at no additional cost.

You can access the grievance form by logging into your account. Once you are in your account, go to **ACTIONS** on the left side, select **COMPLETE A FORM**. Under **OTHER FORMS** select **the GRIEVANCE FORM**. Please ensure you complete all the information on the form then **SUBMIT**. You will receive a response within 30 days of receipt.