



## How to Submit a Grievance



# How to Submit a Grievance

## Step 1 – Select Report Grievance

### STEP 1

Select “Exam Schedule” from the navigation menu and then select the “Report Grievance” button only **AFTER** your exam is complete

The screenshot shows the Credentia CNA365 user interface. On the left is a navigation menu with the following items: Dashboard, Application, Exam Schedule (highlighted in blue), Grievance Form, Manage Profile, Help, and Registry. The main content area is titled 'Exam Schedule' and contains two exam cards. The first card is for the 'Nurse Aide Written Exam' on 13th December, 2021, at 3:30 PM CST, with a status of 'Event Completed'. The second card is for the 'Nurse Aide Skills Exam' on 23rd December, 2021, at 4:00 PM CST, also with a status of 'Event Completed'. Both cards have a 'Report Grievance' button at the bottom, which is highlighted with a red arrow pointing to it.

# How to Submit a Grievance

## Step 2 – Complete and Submit Grievance Form

### STEP 2

Complete the grievance form and select the “Submit” button

**Report Grievance Form** Cancel Save as Draft Submit

Home / Grievance Form / Report Grievance Form

### Grievance Form

**Please Note That All Grievance Form Must Be Submitted Within 30 Days Of Your Exam Date.**  
Duplicate Grievance Form submissions are not accepted, this form will not be replied for test scheduling, written exam re-score requested, or authorization extensions, please contact Pearson VUE Customer Service for these inquiries ( See your Candidate Handbook for contact informations ).

**Please Select Your Concern Below And Follow The Instructions**

Skills Evaluation

ADA Accommodation : Concerning ADA Proctors or fulfillment of your accommodation during the testing day

Turned away from testing by the Evaluator

**1. Select Unsatisfactory Skills.**

9 digit SKILLS answer sheet serial number ( located at the upper left of your official score report )

Select the skills you are grieving.

List the Skill Step Number you are grieving for this skill (located on your official score report for example 1, 5, 17,20...)

Provide specific detail on why you are grieving the score of this skill / step(s).

# How to Submit a Grievance

## Checking Your Grievance Status



- Dashboard
- Application
- Exam Schedule**
- Grievance Form
- Manage Profile
- Help
- Registry

### Exam Schedule

Home / Exam Schedule

#### Nurse Aide Oral English Exam

Current Status

✔ Event Completed

14th December, 2021 / 3:30 PM

Exam Mode	Exam Date	Exam Time
Online	14/12/2021	3:30 pm CST

Report Grievance

#### Nurse Aide Skills Exam

Current Status

✔ Event Completed

24th December, 2021 / 4:30 PM

Exam Mode	Exam Date	Exam Time
Online	24/12/2021	4:30 pm CST

View Grievance

Click "View Grievance" button to grievance status



### View Grievance Form

Home / Grievance Form / View Grievance Form

#### Grievance Form

Please Note That All Grievance Form Must Be Submitted Within 30 Days Of Your Exam Date.

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Please Select Your Concern Below And Follow The Instructions

- Skills Evaluation
- ADA Accommodation : Concerning ADA Proctors or fulfillment of your accommodation during the testing day
- Turned away from testing by the Evaluator

1. Please be specific regarding your grievance with ADA accommodation experience or being turned away from testing by the evaluator.

Detailed log of your grievance review process

#### Application Process

- Candidate
  - Pending
  - 26 Nov, 2021, 9:34 PM
  - Pending for approval...
- Candidate
  - Submitted
  - 26 Nov, 2021, 9:34 PM
  - Submitted for approval...

You will receive a CNA365® alert email with a grievance response once your grievance has been fully investigated