Candidate Quick Reference Guide



### 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

Credentia CNA365*					
Dashboard     Application	Exam Schedule Home / Exam Schedule				
Exam Schedule	Nurse Aide Written Exam	N	Nurse Aide Ski	lls Exam	
Grievance Form	Current Status	CI	Current Status		
🙎 Manage Profile	S Event Completed	•	Event Com	pleted	
Help	13th December, 2021 / 3:30 PM Exam Mode Exam Date E		23rd December, 20 Exam Mode	021 / 4:00 PM Exam Date	Exam Time
2 Registry	Online 13/12/2021 3	0 pm CST Or	Online	23/12/2021	4:00 pm CST
2 Registry	Online 13/12/2021 3 Report Grid	_	Online		4:00 p t Grievan

## How to Submit a Grievance

Step 2 – Complete and Submit Grievance Form



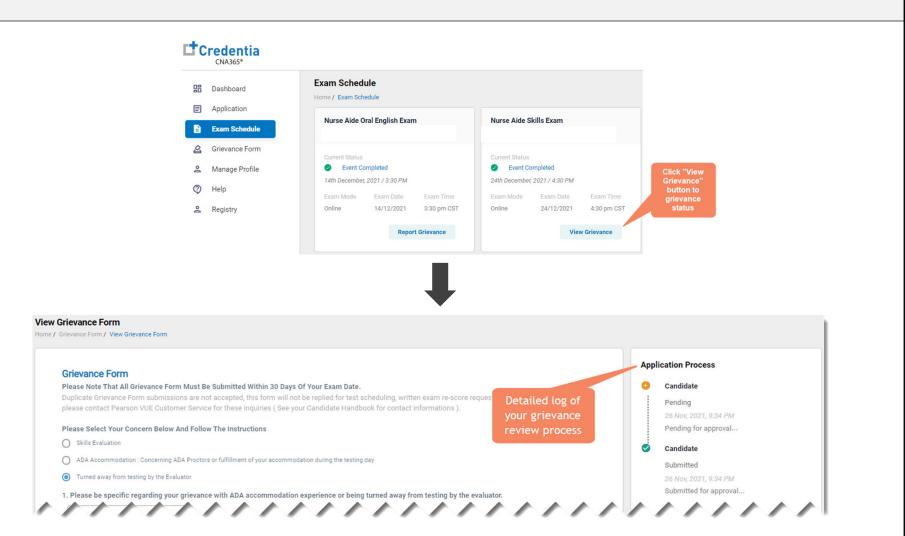
Complete the grievance form and select the "Submit" button

	Grievance Form Cancel Save as Draft Submit
Gr	ievance Form
-	ase Note That All Grievance Form Must Be Submitted Within 30 Days Of Your Exam Date.
	plicate Grievance Form submissions are not accepted, this form will not be replied for test scheduling, written exam re-score requested, or authorization
-7.4	ensions, please contact Pearson VUE Customer Service for these inquiries ( See your Candidate Handbook for contact informations ).
Ple	ase Select Your Concern Below And Follow The Instructions
	Skills Evaluation
~	
0	ADA Accommodation : Concerning ADA Proctors or fulfillment of your accommodation during the testing day
0	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 )
ſ	
0	
S	elect the skills you are grieving.
ſ	
	•
L	ist the Skill Step Number you are grieving for this skill (located on your official score report for example 1, 5, 17,20)
ſ	
P	rovide specific detail on why you are grieving the score of this skill / step(s).
ſ	
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#### **Checking Your Grievance Status**



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

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