

## How to Submit a Grievance



### Index:

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



**Exam Schedule**  
Home / Exam Schedule

Exam Mode	Exam Date	Exam Time
Online	13/12/2021	3:30 pm CST

**Report Grievance**

Exam Mode	Exam Date	Exam Time
Online	23/12/2021	4:00 pm CST

**Report Grievance**

# How to Submit a Grievance

## Step 2 – Complete and Submit Grievance Form

### STEP 2

Complete the grievance form and select the “Submit” button

### Grievance Form

Home / Grievance Form / [Report Grievance Form](#)

[Cancel](#) [Save as Draft](#) [Submit](#)

**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 Credentia 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
- Online Exam

**1. Please be specific regarding your grievance with an online exam and include only the first name of your online proctor.**

Answer

# 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

E0 – Nurse Aide Training Program Completion

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

E0 – Nurse Aide Training Program Completion

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 view 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.  
Duplicate Grievance Form submissions are not accepted, this form will not be replied for test scheduling, written exam re-score requests 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. Please be specific regarding your grievance with ADA accommodation experience or being turned away from testing by the evaluator.

#### Application Process

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

Detailed log of your grievance review process

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