



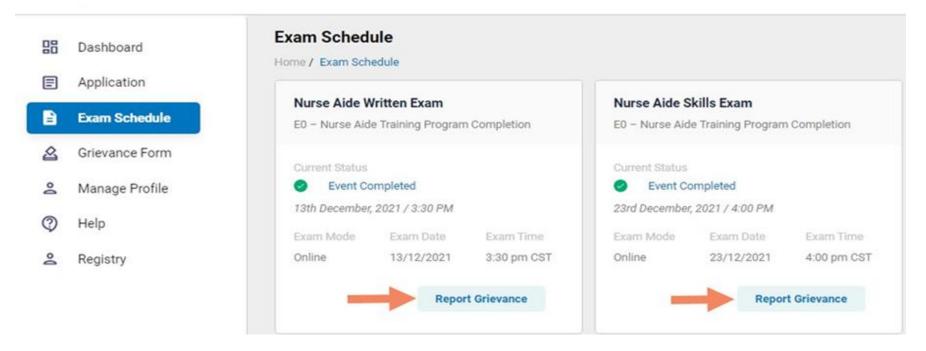
Index:
How to Submit a Grievance

Step 1 – Select Report Grievance



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

## **Credentia**



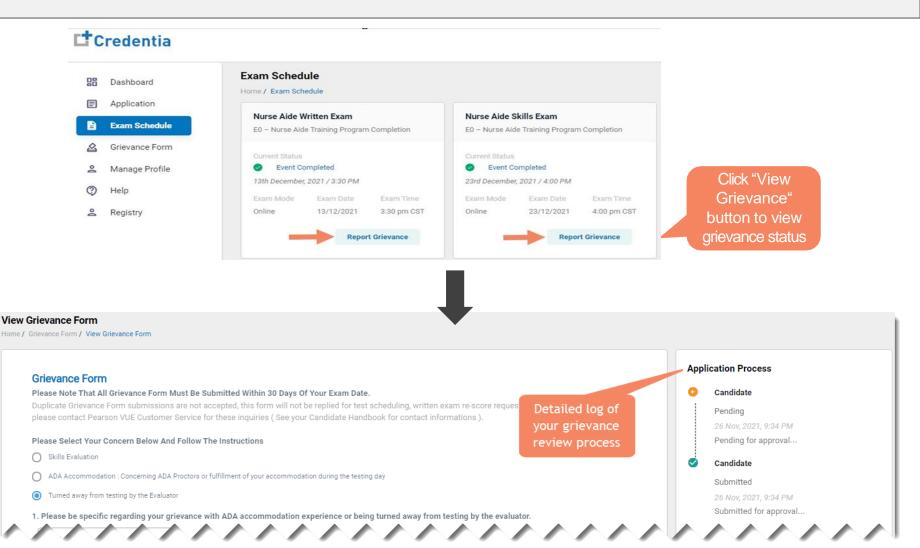
## Step 2 – Complete and Submit Grievance Form



#### Complete the grievance form and select the "Submit" button

Please I	Note That All Grievance Form Must Be	Submitted Within 30 Days	of Your Exam Date.	
	te Grievance Form submissions are no	73		eduling, written exam re-
	quested, or authorization extensions, p		ustomer Service for the	se inquiries ( See your
Candida	te Handbook for contact informations			
Please	Select Your Concern Below And Follow	v The Instructions		
O Skill	s Evaluation			
O ADA	Accommodation : Concerning ADA Proctors	or fulfillment of your accommo	odation during the testing da	у
O Turr	ned away from testing by the Evaluator			
<ul><li>Onli</li></ul>	ne Exam			
1. Pleas	e be specific regarding your grievance	e with an online exam and	include only the first na	me of your online proctor.
	ver			

## Checking Your Grievance Status



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