



How to Submit a Grievance



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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



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

Exam Schedule

Home / [Exam Schedule](#)

Nurse Aide Written Exam

E0 – Nurse Aide Training Program Completion

Current Status

 **Event Completed**

13th December, 2021 / 3:30 PM

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



[Report Grievance](#)

Nurse Aide Skills Exam

E0 – Nurse Aide Training Program Completion

Current Status

 **Event Completed**

23rd December, 2021 / 4:00 PM

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

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

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

Home / Exam Schedule

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Report Grievance

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Report 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 request 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.

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