



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**
- Grievance Form
- Manage Profile
- Help
- Registry

Exam Schedule

Home / Exam Schedule

Nurse Aide Written Exam

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

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

Report Grievance Form

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).

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Checking Your Grievance Status

The screenshot shows the Credentia CNA365® application interface. On the left is a sidebar menu with options: Dashboard, Application, Exam Schedule (highlighted), Grievance Form, Manage Profile, Help, and Registry. The main content area is titled 'Exam Schedule' and shows two exam entries: 'Nurse Aide Oral English Exam' and 'Nurse Aide Skills Exam'. Both exams show a 'Current Status' of 'Event Completed' with a green checkmark. The 'Nurse Aide Skills Exam' entry has a 'View Grievance' button, which is highlighted by an orange callout bubble with the text 'Click "View Grievance" button to grievance status'. A large black arrow points down from the 'View Grievance' button to the 'View Grievance Form' page below.

View Grievance Form

Home / Grievance Form / View Grievance Form

Grievance Form

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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.

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