

# American Red Cross of the Susquehanna Valley Nurse Aide Testing

## **Grievance Process**

### **Overview:**

Each candidate has a right to file a grievance to complain or contest the results of their Nurse Aide Exam. The American Red Cross of the Susquehanna Valley (ARCSV) will follow-up on each grievance within 30 days of the receipt of the candidate grievance letter.

No grievance will be investigated unless submitted in writing to the ARCSV.

### **Process:**

All candidates with a grievance should call the ARCSV customer service center. The customer service representatives will do their best to address the concerns of a candidate. If a candidate is not satisfied with the results of this conversation, the customer service representative will offer to mail a grievance form to the candidate.

The candidate must complete the grievance form in its entirety providing as much detail as possible and return form to the ARCSV within 30 calendar days of their exam date.

After receipt of the completed grievance form, ARCSV will fully investigate the written complaint. The investigation may require ARCSV to contact the Evaluator that administered the nurse aide competency examination or Pearson VUE for additional information.

Once the investigation is completed, ARCSV will advise the candidate in writing of the results of the investigation. If an error was made by the evaluator, ARCSV, or Pearson VUE, the candidate will be allowed to retest at no additional cost.

A copy of the original grievance letter along with the results of the investigation will be forwarded to the appropriate state agency and to Pearson Vue.