

ABOUT THE GRIEVANCE PROCESS

When to file a grievance?

- A grievance must be received **no later than 30 days** from your exam date.

How to file a grievance?

- You can obtain an official **Grievance Form** :
 1. By requesting one from the **Charge Nurse** at the Test Site
 2. By visiting the following link: redcross.org/take-a-class/cna-testing/california-nurse-competency-test
- Please fill out the official **Grievance Form** and email it to the address provided on the form: mark.prill@redcross.org
- You may choose to mail your **Grievance Form** to:

American Red Cross

CEP Department - Mark Prill, Manager

2227 S. Atlantic Blvd.

Commerce, CA 90040

- If not using an official Grievance Form, you may also email your **grievance statement** to: mark.prill@redcross.org

Please include the following information:

- Your name
- Your phone number(s)
- Date the Competency Exam was taken
- Location (Test Site)
- Test(s) Failed - Skills Test and/or Written Test
- Details regarding your grievance

What happens after my grievance is received?

- Your grievance will be forwarded to the Grievance Committee for review.
- You will be notified, in writing, of the Committee's decision within 15 days.



DO NOT USE CELL PHONES, TABLETS OR ANY ELECTRONIC DEVICES

DO NOT USE ANY STUDY MATERIALS