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](http://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.