



## Exam Grievance Submission Form

In order to file an exam grievance, you must complete and return this form along with any supporting documentation you may have to NCCPA **within three (3) business days** after the exam in question. You must also include a **personal statement** about the circumstance(s) associated with your exam grievance.

***Where can we reach you regarding this grievance?***

Name:

NCCPA ID#:

Phone:

Email:

Check the appropriate box(es) next to the unusual event or condition that occurred while at the Pearson VUE test center that you believe caused a significant adverse effect on your performance or ability to take the exam.

**NOTE:** An exam grievance may not be used to challenge exam design, content, or a failing score. An exam grievance may not be used to report reasonable and commonplace distractions that are expected to occur in the test center (e.g., other examinees typing, coughing, individuals entering and leaving the testing environment, test administrators cleaning the workstations between test takers).

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Break                | <input type="checkbox"/> Computer             | <input type="checkbox"/> Exam Delivery        |
| <input type="checkbox"/> Exam Interruption    | <input type="checkbox"/> External Environment | <input type="checkbox"/> Identification Issue |
| <input type="checkbox"/> Internal Environment | <input type="checkbox"/> Scheduling           | <input type="checkbox"/> Security Policy      |
| <input type="checkbox"/> Other                |   |   |

Check the appropriate box next to the exam for which you are filing this grievance:

- |                                |                                |                              |               |
|--------------------------------|--------------------------------|------------------------------|---------------|
| <input type="checkbox"/> PANCE | <input type="checkbox"/> PANRE | <input type="checkbox"/> CAQ | Exam Date(s): |
|--------------------------------|--------------------------------|------------------------------|---------------|

Please provide the **Incident Report Number** that was given to you by Pearson VUE:

**Personal Statement:** Provide details about your grievance (or submit a typed grievance with this form).

**Consideration will not be given to your grievance unless you submit this completed form to NCCPA within three (3) business days after the exam in question. In all cases, the decision as to whether the circumstance(s) qualify as a grievance will be at the sole discretion of NCCPA.**

Signature:

Date:

## Exam Grievance Form Procedures

Please read the procedures below for submitting your exam grievance.

1. Complete the *Exam Grievance Submission Form* on page 1 and be sure to include a detailed description of the unusual event or condition that occurred while at the Pearson VUE test center that you believe caused a significant adverse effect on your performance or ability to take the exam.

**NOTE:** An exam grievance may not be used to challenge exam design, content, or a failing score. An exam grievance may not be used to report reasonable and commonplace distractions that are expected to occur in the test center (e.g., other examinees typing, coughing, individuals entering and leaving the testing environment, test administrators cleaning the workstations between test takers).

2. Please email or fax your completed form to NCCPA and include the details about your grievance and any additional supporting documentation. If you submit your exam grievance by email, you should receive an automated response within one hour. If you do not receive this automated response, please check your junk folder or contact us by phone.

- **Email:** [examgrievances@nccpa.net](mailto:examgrievances@nccpa.net)
- **Fax:** 678-417-8135
- **Phone:** 678-417-8100

Please allow up to 10 business days to process requests. After all necessary information is received and evaluated by NCCPA, you will be notified of the decision regarding your exam grievance. Exam scores will be held until a decision is made regarding the grievance. If you receive a decision that invalidates your score, you will not receive your score or score report. If you have questions, please visit [our website](#) or call us at 678-417-8100.

**NOTE:** If you are unable to take the exam due to a medical issue or if an unforeseen act of nature (such as weather) kept you from arriving at the test center as scheduled, these circumstances do not qualify as an exam grievance and must be submitted as a request for an [Exception to Policy](#).