



Exam Grievance Submission Form

In order to file an Exam Grievance, you must complete and return this form along with any supporting documentation that you may have to the 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#: _____
Address: _____

This is my permanent address.
Please update my NCCPA record.

This address should only be used for correspondence regarding this request.

Phone: _____ Home Work Other

Email: _____

Check the appropriate box(s) next to the unusual event or condition that occurred while at the Pearson VUE testing center to take your exam that you believe caused a significant adverse effect on your performance or ability to take the exam: *(Please note that an exam grievance may not be used to challenge exam design, content or a failing score.)*

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

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

PANCE PANRE CAQ Exam Date: _____

If known, please provide the **Incident Report Number** that was given to you by Pearson VUE:

Provide details about your grievance (or attach 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 the NCCPA.

Signature: _____

Date: _____

Exam Grievance Form Procedures

Please read the procedures below for submitting your exam grievance.

1. Complete the *Exam Grievance 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 testing center to take your exam that you believe caused a significant adverse effect on your performance or ability to take the exam. (*Please note that an exam grievance may not be used to challenge exam design, content or a failing score.*)
2. Please email, fax, or mail your completed form to NCCPA, including the details about your grievance, and any additional supporting documentation as follows:
 - **Email:** examgrievances@nccpa.net
 - **Fax:** 678-417-8135
 - **Mail:** NCCPA, Attention: Exam Grievances, 12000 Findley Road, Suite 100, Johns Creek, GA 30097

Please allow up to 14 days for processing requests. If you have any questions, please visit our website at <http://www.nccpa.net> or call us at 678-417-8100.

Note:

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