

Guidance to RCN Complaints



Your opinion is important to us

The RCN is committed to delivering the best possible services and support to you. If you feel that has not been the case then we need to know about it so that we can try and put things right.

We will listen to complaints; treat them seriously; resolve them as quickly as possible and learn from them so that we can continue improving our service.

What is a complaint?

We want to know about any occasion where you feel we have failed to do something expected, or have done something that leaves you feeling unhappy.

This includes services supplied by people and organisations acting on our behalf and can be anything from products or events; behaviours and actions of an individual, to the RCN failing to comply with its Member Charter or mission.

What we cannot consider

- Matters that have already been fully investigated through this complaint process.
- Anonymous complaints.
- While we very much welcome your feedback on the decisions of RCN Council and policy positions, appeals against these decisions cannot be considered under the complaint process.

If you wish to complain about a decision we have made in relation to the prospects of your employment or legal case then we will arrange for a merit review to be conducted. A senior manager will review the merits of your case. It is important to note that this review is final, and there is no further appeal.

Who can complain?

Anyone who has received a service from us, or been affected by an action or decision that we have made can contact us with a complaint.

What is the time limit for making a complaint?

We can consider complaints within three months of the event concerned, or within three months of becoming aware that you have cause to complain.

How do I raise a complaint?

You can let us know by phone: 0345 772 6100

In writing: Customer Relations Manager,
Royal College of Nursing, Copse Walk,
Cardiff Gate Business Park, Cardiff, CF23 8XG.

Or by email: complaints@rcn.org.uk or online:
www.rcn.org.uk/contact/complaints-form

We realise it is a big decision to contact us with a complaint, and that you may feel uncomfortable.

We want you to know that we do understand, and we will do our best to make you feel at ease and treat the issue sensitively.

What happens next?

We will get in touch quickly and try to put things right if we can. If we can't do that we will fully investigate all the issues raised and aim to resolve your concerns as quickly as we can. Depending on the nature of your complaint we may not be able to resolve it as quickly as we would like to, but if that's the case then we will keep you updated on our progress.

If we do need to investigate your complaint we will make sure that you know who has been assigned to look at things for you and how long we think it may take.

We aim to resolve complaints within 25 working days, but of course we will keep you updated if we think that might change.

In the meantime our Customer Relations Manager will be on hand to answer any queries you may have about the process.

Once we have completed our investigation we will set out our findings for you, along with any actions we might be taking as a result.

What difference will it make?

It can be difficult to contact organisations to make a complaint, and so it is important to us that you understand how we use that information.

We capture the details of all complaints we receive, and use that information to understand what we can do to improve.

What you can expect from us?

- We'll respond promptly to your complaint
- We will treat you with fairness and courtesy at all times
- We will clearly explain any action we intend to take to resolve your complaint
- If we need more time to look into your query we will keep you updated.
- If you are not satisfied with the way we handle your complaint we will tell you what next step you can take.

What you can do to help/What we need from you

- Making sure we have all the information we might need regarding your complaint, and speaking with us if we need more information.
- Allowing us the time to investigate your complaint properly

What if I am not happy with the way you handle my complaint?

We always want to try and resolve matters, however if you feel that your complaint hasn't been handled properly you have the right to request a review of your complaint. You have one month from the date of our final response to request a review.

We should let you know that the review will look at the way your complaint was managed and that this is not an appeal against the outcome.

Your request for a review should be sent to Customer Relations Manager, Royal College of Nursing, Copse Walk, Cardiff Gate Business Park, Cardiff, CF23 8XG.

It would really help if you could confirm the reason for your request and explain why you feel your complaint has not been handled appropriately.

