

Complaints Process FOR NetP Registered Nurses

If I am having trouble with:

- My preceptor
- Another member of staff
- A patient
- The Nursing Entry to Practice Programme

Listed below are the generic guidelines we recommend you follow in relation to reporting a complaint. It is important to remember that open communication is essential and that if difficulties develop they should be dealt with as soon as possible.

- Talk to the person/people involved.
- If the problem is **not** related to your preceptor, discuss the problem with your preceptor.
- If the problem remains, discuss it with your CNM (include your preceptor, if appropriate). Strategies will be worked out collectively on how to best approach the problem. You may want to do this on your own or with your preceptor present.
- Discuss the problem with your site Nurse Educator and/or NetP NE/Team Leader (if required) and together work out strategies on how to best deal with the problem. You may want to do this on your own or with your preceptor present.
- Keep a note yourself on what has been decided and discussed throughout the whole process.
- Refer to the Regional Programme Coordinator, NetP, for further follow up if the issue remains unresolved, or for further advice.

All issues will be dealt with in a confidential manner