



# How to complain about the Nursing and Midwifery Council



EasyRead version



# What is the Nursing and Midwifery Council (NMC)?

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We help make sure you get good, safe care from nurses and midwives and nursing associates.



We do this by:

- saying what they must learn



- putting them on our **register** when they finish their training



- making sure people on the **register** keep to our **Code**. The **Code** says how they must behave and give safe care



- supporting nurses, midwives and nursing associates to keep learning while they work



- thinking professionals should learn from their mistakes but we do look into things if people get poor or unsafe care



- acting if someone on our register does not keep to the **Code**. This could mean taking their name off the **register** so they cannot work in the UK.



# How to complain about the NMC

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We want to give the best possible service.



But sometimes we get things wrong.



Please tell us if you think we have done something wrong or you are unhappy with us.



What you tell us helps us make our services better.

# How to complain

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If you can, please tell the person you have been dealing with at the NMC about your issue. They should be able to sort it out for you.



If you cannot do this, or you have tried and are still unhappy, please call our Customer Enquiries and Complaints Team on 020 7681 5830 or email: [complaints@nmc-uk.org](mailto:complaints@nmc-uk.org)

# What we will do

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We will write back to you in the next two working days.



We will also call you to talk about what you are unhappy about and what happens next.



We will try to sort out your complaint in the next 5 working days.



Sometimes we do need more time to look into an issue. We will let you know if this happens.



We will also give you the name and details of how to get in touch with the person looking into your complaint.



Once we fully understand your complaint and what you want to happen, we will get back to you in the next 4 weeks.

## If you are still unhappy

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If you are still unhappy, we are happy to talk more about it.



But we will only look into the complaint again if you have new information for us to look at.



You can give us any more information by calling us on: 020 7681 5830.









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