

Progress on the SRNA Recommendations from the Professional Standards Authority

10

Standards

33

Recommendations

100%

Complete

0%

In Progress

Standards

1

Anybody can raise a concern, including the regulator, about a member.

2

Information about complaints is shared with other organizations within the relevant legal frameworks.

3

The regulator will investigate a complaint, determine if there is a case to answer and take appropriate action including the imposition of sanctions. Where necessary, the regulator will direct the person to another relevant organization.

4

All complaints are reviewed on receipt and serious cases are prioritised.

5

The complaints process is transparent, fair, proportionate, and focused on public protection.

6

Complaints are dealt with as quickly as possible, taking into account the complexity and type of cases and conduct of both sides. Delays do not result in harm or potential harm to patients.

7

All parties to a complaint are kept updated on the progress of their case and supported to participate effectively in the process.

8

All decisions at every stage of the process are well reasoned, consistent, protect the public and maintain confidence in the profession.

9

All final decisions, apart from matters relating to the health of a nurse, are published in accordance with the legislation and communicated to relevant stakeholders.

10

Information about complaints is securely retained.