**Kailo Homeopathy**

*Sound. Whole. Health.*

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**Professional Responsibility Form & Complaint Process**

Nurses are required by the standards of their professional licensing body to advocate for patients and practice environments that have the organizational and human support systems, and the resources necessary for safe, competent, and ethical nursing care.

Members of the public (patients, family members of a patient, nurses, co-workers etc.) and employers can make a complaint about a registered nurse's conduct.  Please note, all employers are legally obligated to report to CARNA, at the time discipline is issued, any terminations, suspensions or resignations where there are practice concerns.

**Have a complaint?** We want to recognize your need to file a complaint, but also want to ensure that you are directing your concerns to the right organization.

CARNA can only investigate complaints against individual registered nurses\* that are related to their professional conduct. Not all concerns about registered nurses need to be reported to CARNA.  There are other avenues you can take to resolve your concerns more quickly and easily.

We recommend you carefully review and consider the following information before filing a formal complaint with CARNA. If you are unsure or want guidance, please call us at 780.451.0043 or 1.800.252.9392 and ask for the Conduct Department or email [procond@nurses.ab.ca](mailto:procond@nurses.ab.ca).

**Complaints Against a Registered Nurse?  Consider Going to the Employer First.**

Before reporting a complaint against an RN to CARNA, often the most productive and quickest way to resolve issues is by first discussing your concerns about your care with the registered nurse or the employer, such as the manager of the department where the nurse works or the head of the facility.

The employer has a responsibility to manage concerns about their staff, including registered nurses and most concerns can be managed at this level and this will be less time consuming.  Many facilities are under the umbrella of Alberta Health Services (AHS).

