



RAISING A COMPLAINT

COMPLAINTS AND REPORTING OF COMPLAINTS

Bermuda Nursing and Midwifery Council (BNMC) regulates the practice of nursing in order to protect public health, safety and welfare.

In compliance with the Nursing, and Midwifery Act 1997, The Nursing and Midwifery Profession Complaints Committee (NMPCC), investigates complaints of practice and professional misconduct, involving nurses, midwives and or nursing associates. The BNMC administers discipline. Disciplinary action is administrative in nature and depends on the nature of the complaint and risk to patient/client. Discipline may include: reprimand, fine, remedial education, restriction of practice, probation, suspension or revocation of license/registration.

WHO CAN FILE OR SHOULD FILE A COMPLAINT WITH BNMC OR NMPCC?

A complaint should be filed by anyone who believes that a registered professional's performance is incompetent, unsafe, and negligent or display professional misconduct.

Complaint must be in writing and must include details, the nature of the complaint, the person/s who one is complaining about, contact details (if known), where did the incident occur, who is involved, what occurred, when did it occur, dates and time.

- Name of Complainant (person making the complaint) Witness/s (if any) and written signed statement from witness. Include name and contact information of witness. It will be necessary to contact person (s) mentioned.
- Complaints may be posted, hand delivered or emailed, to Nursing and Midwifery Council.
- **Nursing and Midwifery Council address:**

Ministry of Health.
Bermuda Nursing and Midwifery Council
Continental Building
25 Church Street,
Hamilton 12

Or

Email: bermudanursingcouncil@gov.bm



- Complaints will be forwarded to the Nursing and Midwifery Profession Complaints committee.
- Complaints will be investigated by the Committee in accordance with section 6C; D; E of the Nursing and Midwifery Act 1997. You may refer to [Nursing and Midwifery Profession Complaints Committee – Terms of Reference](#).
- Complainant will be notified in writing that the complaint has been received and is being investigated. Complainant may be required to appear before the Committee. The respondent (person who has been mentioned in the complaint) may also be required to be in attendance. Witness/s may be asked to attend.
- Please be aware that the respondent has the right to contest, therefore will be given a summary of the complaint. He/she has the right to be present at the hearing (should there be a hearing) and to question the source of information.
- Complaints against nursing and or midwifery personnel of facilities such as nursing homes / hospitals / community, must also be brought to the attention of the administrator/director of the respective facility.

WHAT ARE EXAMPLES OF COMPLAINTS?

- Substandard practice.
- Unprofessional conduct.
- Behaviour that poses a risk or threat to self or others including patients.
- Substance abuse.
- Practicing beyond scope of practice of licensee or registration category.



WHAT IS NOT A COMPLAINT?

- Personality Conflicts.
- Co-worker disputes.
- Employer & employee labour relations disputes.
- Employer & employee managerial disputes – e.g. violation of dress code. Rudeness, tardiness.

How long does the Investigation process takes?

Depends on details given, the nature and complexity of the complaint.

Will the nurse, midwife or nursing associate be allowed to work during the investigation?

Depends on risk factor.

If you have questions about filing a complaint please contact the Nursing and Midwifery council at **292-0774** or email bermudanursingcouncil@gov.bm.