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This document has been designed in collaboration with our members to ensure it meets most

Support from the Royal College of Nursing

We reserve the right to decide the nature and extent of the advice and guidance we can provide in each and every case, who will deliver this service and whether we need to appoint an individual or organisation external to the RCN to advise and represent you.

We are only able to offer advice and representation for incidents that occurred whilst you were in membership. In certain situations we will not deliver advice or representation, including if:

- you ask us to act improperly or unreasonably

- you engage in threatening or abusive behaviour towards RCN staff or others involved in your case

- you harass your representative or any member of the RCN team

- your RCN representative has a reasonable belief that you have deliberately made statements that are untrue

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It is important that you have confidence in the ability of the RCN, as your official representative during the case, to provide you with expert, impartial advice about the best way to resolve your problem. If you choose to take independent legal or other advice on your case, the RCN may decide not to represent you. It is important that there is no confusion about who is representing you, and should a conflict arise, the RCN will formally withdraw from your case, but only after notifying you first.

RCN representatives will deal only with you in matters relating to your case. We will only take instructions from you and communicate with you. We will generally refuse to correspond with another person except in exceptional circumstances, i.e. you do not have capacity to manage your own affairs.

If you are dissatisfied with your support we would encourage you to discuss this with your representative or the person who has overall responsibility for your case in the first instance.

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