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Your opinion is important to us

The RCN is committed to delivering the best possible services and support to you. If you feel that has not be the case then we need to know about it so that we can try and put things right.

We will listen to complaints; treat them seriously; resolve them as quickly as possible and learn from them so that we can continue improving our service.

What is a complaint?

We want to know about any occasion where you feel we have failed to do something expected, or have done something that leaves you feeling unhappy.

This includes services supplied by people and organisations acting on our behalf and can be anything from products or events; behaviours and actions of an individual, to the RCN failing to comply with its Member Charter or mission.

What we cannot consider

