

Occasionally, we might need more time at any of these stages, but we'll get in touch if that happens.

1

You complain to us about a nurse or midwife

What do I need to provide?

- Details of your concerns.
- Any relevant documents.
- Details of the nurse or midwife.

What are the possible outcomes?

- We look at the complaint to see if we should investigate it.

We decide whether to investigate further in **less than 8 weeks**

2

If necessary, we investigate

What do I need to provide?

- We might ask you for a witness statement.

We aim to finish our investigation in **less than 25 weeks**

3

Our case examiners decide what happens next

What are the possible outcomes?

- We issue a warning, give advice or agree actions to address the concerns
- We send to a hearing.
- We close the case because there's no case to answer.

Our case examiners aim to make decisions in **less than 6 weeks**

4

If case examiners send the nurse or midwife to a hearing...
We prepare for a hearing

What do I need to provide?

- We might ask for more information to support your statement.
- We might ask you to attend the hearing as a witness.

Preparing for a hearing takes up to **26 weeks**

5

We hold a hearing

Most hearings take between two days and two weeks.

What are the possible outcomes?

- The nurse or midwife may be removed from the register, suspended, have conditions of practice imposed, be cautioned, or the case may be closed.

What support is there for me?

- Witness liaison service (you can **get in touch by email** or call them on 020 7681 5390).

We might restrict the nurse or midwife's practice at any point (but normally during Stage 1) if we think people are at risk.