



*Caring is our passion... Compassion is our belief...*

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## Referral to Regulatory & Legislative Bodies

Policy Number 48

Introduction

*Complaints, allegations and grievances are managed rigorously but sensitively, NOA Healthcare is strongly aware of its responsibility to patients and the health care profession and will, when indicated, engage with regulators or other agencies/services to eliminate incompetent, dangerous or illegal activity.*

Policy

*Following investigation, immediate focus will be to try and resolve the issue swiftly but fairly at a local level. Should uncertainty prevail, taking independent advice from various recognised national bodies will be taken.*

*Referral will be made to Regulatory/Legislative bodies when Issues involve:-*

- *Misconduct*
- *lack of competence*
- *caution or conviction*
- *action by another body*
- *not having the necessary knowledge of English.*
- *fraudulent incorrect entry*
- *serious ill health*

*An identified senior officer of NOA Healthcare will compile details of the issue, investigation reports, statements and other relevant information to forward on to the Regulatory or Legislative bodies using their preferred format.*

*The subject of the referral will be advised of the action being taken, attempts made to support them without compromising the result of further enquiries or investigations.*

Policy Origin

*In House Policy.*

References

*NMC Guidance "Reasons for Referral"*

Date Policy Active.

*July 2016.*

Review Date.

*July 2017.*

Quality Assurance Reference

*POL/ 47/ 16*