



Placenta Remedies Network

Placenta Remedies Network (PRN) is a not-for-profit UK based International network of Placenta Remedy Specialists, dedicated to supporting new mothers wishing to benefit from their placentas to boost their natural postnatal recovery.

PRN members are trained and certified by IPEN and adhere to the **PRN Code of Conduct**. They work to high standards of delivery and care with clients, PRN colleagues and the wider community.

If you are unhappy with any of the services provided by a PRN member or in your interactions with them, it is important that you let us know.

This document outlines how to register a complaint about a PRN member and our procedures for handling that complaint. Our aim is to ensure consistent and fair treatment for all.



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Making a suggestion

Often, people may feel more comfortable about suggesting improvements rather than complaining formally.

If you prefer to make a suggestion regarding a PRN member via PRN then please send it to feedback@placentaremediesnetwork.org.

We will acknowledge your email and follow up to confirm any actions taken by the group or individual.



Making a complaint

If you register a complaint, we are committed to handling this quickly, effectively and in a fair way. We take all complaints seriously and will use information to improve PRN member services.

Please submit any complaint as soon as you can after the date on which the event occurred. We recognize that the postnatal period is all-encompassing and you may be delayed in contacting us about your grievance.

If you complain more than six months after your issue, we may not be able to investigate properly and we will confirm whether it is possible to consider the complaint effectively and fairly. We are only able to act on complaints about PRN members for the duration of their membership.





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Who can make a complaint?

You have been a customer of a PRN member



You have been affected by the conduct of a PRN member



How you can make a complaint

All complaints must be received in writing to feedback@placentaremediesnetwork.org.

If we require more information, we may suggest a follow-up telephone call to clarify any details. After any phone conversation, notes capturing the discussion will be circulated within three days.

PRN does not accept anonymous complaints however if you do not wish your name to be shared with an individual we will agree this with you if it is appropriate, before we process your complaint.

If you would like to involve a third party in your complaint or if PRN feels that information from a third party would be beneficial then we will agree this with you and keep all parties informed about the progress of your complaint.





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Who will handle your complaint?

The PRN Complaints Lead* will process your complaint. They will liaise with you to confirm receipt of your grievance, collect information and communicate with you regarding progression of your issue. The Complaints Lead will be your point of contact throughout the process.

The PRN Complaints Lead will review and consider your complaint. They will make suggestions and direct any resulting actions.

The PRN Complaints Lead has the full confidence and support of the PRN Committee and is able to deal with complaints independently.

They possess appropriate experience and integrity to fulfil this sensitive role.

* In the event that your complaint involves the PRN Complaints Lead, an alternative member of the PRN committee will be assigned to manage your issue. Requests for re-assignment must be made to the PRN Chair



Timelines

We aim to acknowledge each complaint within **3 working days** and will provide you with the name and contact details of the person handling your complaint at that point.

We will keep you informed about the progress of the investigation. We aim to have all complaints resolved within **28 working days** unless we agree a different time scale with you.





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Confidentiality

All matters will be kept confidential, and will be disclosed, discussed and documented only by the PRN Complaints Lead involved in investigating and resolving your complaint.

If you are complaining directly about the services of a PRN member, it will be necessary to secure relevant documentation from them and to discuss this complaint with them.

By raising a complaint, you agree to its satisfactory investigation and disclosure about the complaint and your details to the PRN Committee members assigned to deal with your issue.



At the end of your complaint

When we have finished investigating, we will discuss the outcome with you and your point of contact will email you with

- Details of the findings

- Any proposed actions

- Any other proposals to resolve your complaint.

Of course, we hope that this will resolve the issue but if you are not satisfied with the outcomes of our investigation you can escalate your complaint to the PRN Chair for consideration.

