

# HOW TO COMPLAIN TO THE BOARD OF REGISTERED NURSING

## INTRODUCTION

The Board of Registered Nursing licenses registered nurses and is charged with ensuring safe practice by registered nurses. The Board interprets and enforces the Nursing Practice Act. It also certifies nurse practitioners, nurse midwives, nurse anesthetists, psychiatric mental health nurses, and public health nurses.

The BRN is part of the Department of Consumer Affairs, which consists of numerous state licensing boards and agencies, including all agencies which license and regulate health care occupations.

## THE COMPLAINT

1. Anyone can file a complaint: RN, patient, family member, others.
2. Avoid anonymous complaints. The whistle-blower laws in long term care and acute care facilities provide protection against retaliation. Speak to your labor rep first about the problem. Go through the PPC or other facility-based structure. These avenues are often effective in resolving patient safety problems.
3. File a written complaint with the BRN field office and notify CNA.
4. A complaint investigation will be conducted by the BRN.
5. The person signing the complaint will be contacted prior to the investigation of the complaint and also will be informed of the BRN's findings upon conclusion of the investigation.

For information on disciplinary action or filing a complaint against an RN:

**Phone:** (916) 322-3350

**Fax:** (916) 574-7693

**Email:** [enforcement\\_brn@dca.ca.gov](mailto:enforcement_brn@dca.ca.gov)