



## *Complaint Process*

PRN realizes that in business complaints are inevitable and will arise. It is our goal that these complaints are handled in an accurate and timely manner so we can continue to serve our customers and employees and improve the services that we offer.

To report a complaint, please contact PRN at (888) 830-8811. An Account Manager will collect the details of the complaint and will investigate to determine the appropriate action. If the complaint is clinical in nature, PRN's Chief Nursing Officer will investigate the complaint and determine the appropriate action.

PRN also gives you the option to report your complaint via email to **[prncares@prninc.com](mailto:prncares@prninc.com)**. Individuals reporting a complaint to this email address may provide their contact information or report the complaint anonymously. All complaints reported are subject to investigation by PRN's Continuous Quality Improvement (CQI) Team.

If you have a patient care or safety concern you feel has not been resolved after reporting it to PRN, you are encouraged to contact The Joint Commission via email at **[complaint@jointcommission.org](mailto:complaint@jointcommission.org)** or in writing to the following address:

Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181