



## *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 appropriate action. If the complaint is clinical in nature, PRN's Chief Nursing Officer will investigate the complaint and determine appropriate action.

PRN also gives you the option to report your complaint to a neutral party. You can email your complaint to **feedback@prncares.com**. Individuals reporting a complaint to this email address may provide their contact information or report the complaint anonymously. All complaints reported to this address will be investigated to determine appropriate action by PRN's Continuous Quality Improvement (CQI) Team.