

Complaints Against Nurses Process

The mission of the Kentucky Board of Nursing is public protection and, as such, the Board is charged with investigating and acting upon complaints against nurses. KRS 314.031(4) is a mandatory reporting statute. If your complaint is against someone other than a licensed nurse, you may wish to contact the appropriate regulatory board. If your complaint is against a hospital or other health care facility, the complaint should be directed to the Division of Licensing and Regulation of the Cabinet for Health Services (502-564-2888). If your complaint involves the rendering of nursing services by someone who you feel is not duly licensed, this information should be forwarded to the Board of Nursing.

In order to expedite the processing of your complaint, two forms are provided (one for facilities and one for consumers). Using the form(s), please submit the correct names, addresses, and telephone numbers, both home and business, of all persons named in the complaint, including that of the complainant, the nurse, and all others. **All blanks should be filled in as completely as possible. When the requested information is not known, you should write in "N/A" (Not Applicable).**

All complaints made to the Board are investigated. A member of the Board staff will contact you if more information is needed. There may be a considerable time lapse between the filing of the complaint and the resolution. Mail the complaint form to the following address:

Consumer Protection Branch
Kentucky Board of Nursing
312 Whittington Pky, Ste 300
Louisville, KY 40222-5172

Any questions about the complaints against nurses process can be forwarded via e-mail to the Consumer Protection Branch at KBN.I&D@mail.state.ky.gov.

Date complaint submitted _____

