

Anika is regulated by the Care Quality Commission CQC when working as an Associate within The Natal Network (<http://natal.network>).

(Find out more about being an associate of the Natal Network [here](#))

What does it mean to be an Associate Practitioner at The Natal Network?

'Associate' means your practitioner, Anika Riesen, usually employed independently, is temporarily working under The Natal Network's clinical governance and standards. During your division appointment, they operate under The Natal Network's regulated policies, procedures, and clinical supervision.

Why does this structure exist?

This arrangement allows us to provide local, family-centred care with strong clinical oversight. By engaging skilled practitioners, like Anika, into The Natal Network, we combine the benefits of familiar, trusted faces with the assurance of care delivered under The Natal Network's Care Quality Commission (CQC)-registered clinical governance.

Is the care still regulated?

Yes absolutely. Whilst working for The Natal Network, Anika is regulated by the CQC, via The Natal Networks registration. This means your baby's procedure is performed according to a robust clinical governance framework that includes:

- Clear policies and procedures
- Formal complaints and reporting channels
- Ongoing peer support and mentoring
- Regular clinical audits
- Supervision by experienced clinical leads
- Safe recruitment practices

You can trust that all aspects of care meet the highest standards of safety, accountability, and quality.

How can I provide feedback or raise a concern?

We take all feedback seriously as part of our commitment to continuous improvement. If you have a compliment, suggestion, or concern about any practitioner providing care you can:

- Speak directly to the practitioner or their team, if you feel comfortable

- Contact The Natal Network's governance lead at emily@natal.network to raise concerns formally
- Escalate to the Care Quality Commission (CQC) if your concern relates to safety or standards of care

The Natal Networks full complaints Policy outlines the steps available to you via their website <http://natal.network>

Can I learn more about how my care is managed?

Absolutely! You can explore The Natal Network's governance structure and dedication to safe, high-quality care via their website <http://natal.network> If you have further questions, please don't hesitate to contact us, we're always here to help.

What is "Advanced Tongue Tie Practitioner training"?

All Registered Practitioners who work directly or as an Associate within The Natal Network have completed accredited Advanced Tongue Tie Practitioner Training, through the Tongue Tie Centre. This shared training supports consistent clinical knowledge and skills across our team, supporting continuity and quality of care.