



COMPLAINTS PROCEDURE

Whangamata Medical Centre acknowledges the rights of the patient outlined within the Health & Disability Commissioners Code of Rights (www.hdc.org.nz). We aim to provide a high quality, professional service for all patients at all times.

If you are unhappy about the treatment or service you have received from us we would like to know. You may take your concerns directly to the person who provided the service to you. Initially we suggest you talk to them. Hopefully the complaint will then be resolved to your satisfaction. If you are still not satisfied or you do not feel able to talk to them, please complete the attached form or write a letter/email to our Complaints Officer, **Debz Petersen**. Please either drop your complaint into the practice or email to deb@wmcentre.co.nz. It is helpful if complaints are received as soon as possible after the event.

We are committed to treating complaints seriously and to responding promptly and fairly. Every complaint is an opportunity to look carefully at how we do things and to see if we can improve the way we provide health care. In investigating a complaint our aim is to achieve a mutually satisfactory conclusion and where appropriate, take action to ensure the situation does not arise again.

If you make a complaint to us we will:

- Inform you that we have received your complaint within **five** working days unless it has been resolved to your satisfaction within that time
- Contact you within **ten** working days with a response to your complaint. If we need more time to investigate your complaint, we will advise you of this and why more time is needed.

For complaints that take some time to fully resolve we will advise you about the progress of your complaint each month. At any time, you require we will provide you with all the information that the Whangamata Medical Centre holds that is or may be relevant to your complaint.

Once we have made a decision regarding your complaint we will:

- Provide you with reasons for our decision.
- Advise you of actions we propose to take.
- Advise you of the practice appeal procedures and your rights to complain to the
 - **Health & Disability Commissioner** - PO Box 1791, Auckland. Ph 0800 112 233
 - **Privacy Commissioner** - PO Box 466, Auckland. Ph 0800 803 909
 - **The Medical Council** - PO Box 11 649, Wellington. Ph 04 384 7635

Advocacy

If you want support to do this, there is a free advocacy service to help you. Phone the Office of the Health and Disability Commissioner (0800 112 233).