

Raumati Road Surgery

Complaints Procedure

Raumati Road Surgery acknowledges the rights of the patient outlined within the Health & Disability Commissioner's "Code of Rights". We aim to provide a high quality, professional service for all patients at all times.

If you have any complaints about the treatment or service that you have received from us, we would like to know. We encourage you to provide full details of your complaint to us as soon as possible so we can fully investigate your complaint.

At Raumati Road Surgery we aim to deal with your complaints in a manner that is fair, simple, efficient and fast.

If you make a complaint to us, we will:

- Acknowledge receipt of your complaint within 24 hours or the next working day, and provide you with a copy of this Complaints Procedure.
- Let you know in writing that we have received your complaint within five working days of receipt unless it has been resolved to your satisfaction within that time
- Let you know in writing within ten working days whether or not we accept that your complaint is justified. If we need more time to investigate your complaint, we will advise you of this and why more time is needed.
- Provide you with a copy of the leaflet provided by the Health and Disability Commissioner titled "Your rights when using a health or disability service in New Zealand and how to make a complaint".

Please be aware that you can make complaints to the Health and Disability Commissioner (if the complaint relates to services) or to the Privacy Commissioner (if the complaint relates to a breach of privacy). There are also independent advocates provided under the Health and Disability Commissioner Act 1994 who may be able to assist you.

Once we have made a decision regarding the acceptance or otherwise of your complaint we will:

- Provide you with reasons for our decision.
- Advise you of the actions we propose to take.

For complaints that take some time to fully resolve we will advise you about the progress of your complaint each month.

We will provide you with all the information that Raumati Road Surgery holds that is or may be relevant to your complaint, within the bounds of the privacy act.