

Rolleston Central Health Complaints Policy

The aim of this policy is to ensure that complaints are dealt with in a manner that is fair, simple, and aims to lead to a prompt resolution to the satisfaction of the complainant.

The nominated Complaints' Officers for Rolleston Central Health are Deborah Devon – Practice Manager (non-clinical complaints) and Dr Phil Schroeder, Managing (clinical complaints).

A complaint can be made by the patient or their representative(s). It is best if the complaint can be received in writing; if this is not possible then it should be written down by the staff member receiving the complaint and then read back to the patient to ensure its accuracy.

Procedure

1. We will acknowledge the receipt of the complaint within 5 working days. This will be done in writing and include details about our complaints' policy; the complainant will be advised that they have the right to make a complaint to HDC or the Privacy Commissioner.
2. The complainant will also be advised that they can contact a health advocate if they require help to do so.
3. The Complaints' Officer(s) will lead the investigation into the complaint, collect all relevant facts and ensure that everything is properly clearly and accurately documented.
4. Within the next 10 working days a decision should be made on whether or not the complaint is justified. If the investigation of the complaint will take more than 20 working days, then the complainant should be advised and given an explanation for why extra time is required.
5. Ongoing updates should be sent to the complainant at least once per month.
6. If the complaint is found to be justified, then the patient should be advised of the reasons for the decision and the actions that are to be taken by the practice.
7. The complainant should be advised on their right to appeal and given details on approaching the Health and Disability Commission.

Authorised by: Dr Philip Schroeder

Reviewed: Oct 2023

For two yearly review

Rolleston Central Health Complaint Form

Date:

Name of patient involved:

When and what happened to cause you to be dissatisfied?

How can we make this right?

When is the best time to get in contact with you?

Name:

Address:

Phone:

Email:

Complaints Investigation Form

Patient's Name:		Date:	
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Person responsible for handling complaint:

Is anyone else authorised to represent the patient in this matter?

Staff involved and description of event:

What does the complainant expect to be the outcome?

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Findings about complaint:
Decision and action to be taken:

List of contacts/correspondence with the complainant:

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Date the complainant advised in writing of decision:	
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