

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' Officer for Rolleston Central Health is Dr Mark Longman, Senior Clinician.

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 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: June 2022

For two yearly review