



Complaints Management Process

The West Coast District Health Board is committed to seek a resolution for consumers or their families/whanau who have concerns or are dissatisfied about services received.

The West Coast District Health Board also recognises their obligations as a health care provider to fulfil the Health and Disability Commissioner (Code of Health and Disability Services Consumer's Rights) Regulations 1996 and the Health Information Privacy Code 1994. These regulations apply to all health and disability support services in New Zealand.

An electronic copy of the Code of Health and Disability Services Consumers' Rights is provided as a link just below:

[The Code of Rights](#)

Questions & Answers:

1. Who will manage my complaint?

Your complaint will be managed by the General Manager at the Hospital or Service you attended.

2. How long will it take to receive a response?

- We will acknowledge your complaint in writing within 5 working days of receipt
- We will endeavour to investigate your complaint within 20 working days from the date of acknowledgment. You will be informed if this will take longer and the reasons this is necessary
- Where investigations are required you will be kept informed in writing at monthly or at agreed intervals until the matter is resolved.

3. What happens if my complaint is not resolved to my satisfaction?

If your complaint is unable to be resolved to your satisfaction, you can:

- Request that the West Coast District Health Board Programme Director review how your complaint was handled.
- Take your concerns to the Health & Disability Commissioner or the Office of the Privacy Commissioner if your complaint involves a Privacy Issue.

You can contact the Health & Disability Commissioner's Office by:

Telephone 0800 11 22 33
Address PO Box 1791 Auckland 1140
Website: www.hdc.org.nz

You can contact the Privacy Commissioner's Office by:

Telephone 0800 803 909
Address PO Box 10-094, Wellington 6143
Website: www.privacycommissioner.govt.nz

If you require independent support to assist you during the complaint process, you may wish to use the free service of the National Advocacy Services South Island. This service may be contacted by:

Telephone 0800 377 766 or (03) 377 7501
Address PO Box 1307 Christchurch
Website: www.advocacy.hdc.org.nz