

How to get your complaint about Carelink Resolved



You have the right to contact the District Health Board or Health & Disability Commission at any time.

- Contact the Carelink Administration Assistant who will refer your complaint to the relevant Needs Assessor to try and resolve your complaint.
Phone: (03) 768-1308 ext 1. Fax: (03) 768-1309
Email: care.link@westcoastdhb.health.nz

Problem Unresolved?

- Contact Robyn McLachlan, Manager of Carelink to see if she can help resolve your complaint.
Phone: (03) 768-1308 ext 5 Fax: (03) 768-1309
Email: robyn.mclachlan@westcoastdhb.health.nz

Problem Unresolved?

- Contact Torfrida Wainwright, Planning and Funding-West Coast District Health Board to see if she can help resolve your complaint.
Phone: (03) 768-1308 ext 2 Fax: (03) 768-1309
Email: torfrida.wainwright@westcoastdhb.health.nz

Problem Unresolved?

- Contact Mark Bowen, Quality Risk Management-West Coast District Health Board to see if he can help resolve your complaint in a formal setting. Please contact Mark for a complaint form which will need to be completed.
Phone: (03) 769-0499 ext 2780
Email: mbowen@westcoastdhb.health.nz

Problem Unresolved?

- If your complaint is about Ministry of Health funded disability support services provided through Disability services and you feel unable to make a complaint to the organisation that provides these support services, you can contact the Ministry of Health directly
Phone: 0800 DSD MOH (0800 373-664) press 2 Fax: 0800 000-838
Email: dsdcomplaints@moh.govt.nz or for further information go to the website: www.moh.govt.nz

Problem Unresolved?

- In all circumstances, if you feel unable to make a complaint to the organisation that provides your support services you can contact the Health and Disability Commissioner Nationwide Health & Disability Advocacy Service at PO Box 1791 Auckland Free Phone: 0800 555-050 or Fax: 09 373-1061
Email: advocacy@hdc.org.nz
The National Free Phone for the Health & Disability commissioner is 0800 112-233 Website: www.hdc.org.nz

Problem Unresolved?

- Human Rights Commission: You can write to them at Human Rights Commission, PO Box 6751, Wellesley St, Auckland or you can ring their Infoline Service
Freephone: 0800 496-877
Website: www.hrc.co.nz to make an online complaint.