

Complaints

Policy

Follow the [Complaints Procedure](#) to manage a complaint.

We take all complaints seriously and aim to resolve them fairly, quickly and efficiently.

Under Right 10 of the [The Code of Health and Disability Services 1996](#), anyone has the right to complain about a health or disability service. This includes patients, family/whānau, staff, or another health provider. Our practice team are trained to understand their obligations under the Code during their [induction and orientation](#).

We encourage patients or staff to talk to us about any concerns directly, at an early stage. Any concern that can't be resolved easily and informally is treated as a complaint. We respond to complaints openly and in a transparent manner in accordance with our [open disclosure](#) policy.

Complaints are managed according to our [complaints procedure](#), which meets our obligations under the Code.

This includes:

- acknowledging the complaint within 5 working days.
- making a decision whether the complaint is justified, within 10 working days of acknowledging it.
- advising the complainant within 10 working days of acknowledging the complaint, whether more time is needed to investigate.
- communicating with the complainant about progress at least every 4 weeks.

The Associate Director will bring the Complaints Committee together as required for complex complaints as per the Complaints Policy.

We advise **Pinnacle Midlands Health Network** of all serious complaints.

We record all complaints in our complaints register, which is confidential. The complaints register is **kept in Google Shared drive: SHS complaints. Access is limited to specific senior team members**. Personal details are kept private and only used to address the complaint. Complaint details are only added to the patient record if they are relevant to the patient's ongoing care.

Complaints are discussed at practice meetings and used to improve our service. Identifying information is kept confidential. The complaints officer reports any trends in complaints to our [clinical governance](#) group to identify opportunities for quality improvement.

See also [Open Disclosure](#) and [Patient Information Privacy](#).

Complaints officer

The complaints officer is **the associate director**.

Our complaints officer investigates and manages all complaints (unless there is a conflict of interest), including:

- following our complaints procedure to manage and investigate complaints
- ensuring the complainant understands how the complaints process works, and what the next steps are
- providing the complainant with advocacy information
- handling complaints sensitively and impartially
- training the practice team on their obligations under the Code.

Staff involved in a complaint

All staff should fully cooperate in any investigation by the practice and/or the Health and Disability Services Commissioner | Te Toihau Hauora, Hauātanga. We encourage staff to see this as a positive process to improve service quality