Complaints & Concerns

PATIENT INFORMATION

If at any time before, during or after your stay with us you are not satisfied with any aspect of the care and/or services provided at our Hospital, we would like to know.

Complaints provide us with an opportunity to continually improve our services. We aim to deal with concerns and complaints fairly and promptly. If you make a complaint your treatment will not be affected in any way.

Who can complain?

Anyone can complain either verbally or in writing. Families and support persons can also complain if they have concerns about our service or care.

If you have a problem you want sorted straight away, please talk with the staff caring for you or ask to speak with the manager in that area.

What can I expect after making a complaint?

Where possible, your concerns will be addressed immediately and action taken to improve the situation.

If we are unable to give you a quick and satisfactory response to your complaint, we will:

- Write to you acknowledging your complaint within 5 days
- Investigate your concerns and let you know if this is going to take longer than 10 days
- If additional time is needed, and is more than 20 days, we will let you know
- Give you a monthly update of progress until the situation is resolved

After the investigation, a decision will be made as to whether or not your complaint has been accepted as justified. You will be notified of this decision in writing and will be given the following information:

- The outcome of our investigation
- Any action we are planning to take
- Information on what to do if you are unhappy with the decision or outcome

What if I am not happy with the outcome?

We aim to investigate complaints quickly and fairly, ensuring that the rights of all those involved are respected.

If you are not happy with the outcome of a complaint investigation, or you feel that your rights have been breached, please contact the General Manager to discuss your concerns further.

If, after further discussion, you remain dissatisfied, you can contact the Health and Disability Commissioner to request an independent investigation. The HDC advocacy service can be contacted on 0800 555 050

Please refer to the Health and Disability Commissioner pamphlet on consumer rights. Scan the QR code to view this pamphlet.

How do I make a complaint?

There are a variety of ways that you can let us know about your complaint or concern.

You can:

- Let a staff member know
- Speak to the nurse in charge
- Speak to our General Manager
- Make a comment using our patient survey
- Write us a letter or email (using our website)

You can ask someone else to bring your concerns or complaints to us on your behalf. This may be a family member, support person or another agency.

You can also contact the Health and Disability Commissioner's office, if you would like a complaint or concern investigated.

If you require an interpreter or any other form of assistance with making your complaint, please contact the General Manager.

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