

Your rights

When receiving a Health or Disability Service you have the right to:

- Respect
- Fair treatment
- Dignity and independence
- Appropriate standards
- Effective communication
- Information
- Choice and consent
- Support
- Rights during teaching and research
- Have your complaint taken seriously

More about the Code of Health and Disability Services Consumers' Rights is available on the Health and Disability Commissioner's website (www.hdc.org.nz).

How to make a complaint

If you want to talk to someone or find out more please contact:

Complaints Facilitator
Capital & Coast District Health Board
Private Bag 7902
WELLINGTON

Phone: (04) 806 1073

Fax: (04) 385 5870

Email: complaints@ccdhb.org.nz

Via C&C DHB website

Our commitment

Feedback from people who use our services and their families gives us important opportunities to learn about and improve what we do.

We take complaints seriously.

We recognise our obligations as a Health and Disability Services provider and seek to resolve complaints in a fair and efficient way.

How to make a complaint

You can make a complaint to any staff member or contact:

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Capital & Coast District Health Board
Private Bag 7902
WELLINGTON

Phone: (04) 806 1073

Fax: (04) 385 5870

Email: complaints@ccdhb.org.nz

Website www.ccdhb.org.nz

Do you need support?

If you require independent support to assist you with your complaint you have the right to contact the following free services:

- Nationwide Health and Disability Advocacy Service
Ph: 0800 555 050
- Wellington Mental Health Consumers Union
Ph: (04) 473 433

What happens?

When we get your complaint it will be logged centrally and we will write to you within five working days to acknowledge receipt.

Your complaint will be referred to a senior manager who will appoint a reviewer with the right skills and knowledge to look into your concerns.

We aim to respond to complaints within 30 days of receipt. If it is clear that your complaint will require a longer review, we will let you know within 10 working days of sending the acknowledgment letter.

We will update you on progress at least monthly if the review process is extended.

What if you are not satisfied with our response?

If you are not satisfied with our response please contact us to let us know so that we can try to resolve any ongoing concerns you have.

You can contact:

- The Capital and Coast District Health Board staff member who responded to your complaint
- or
- The Complaints Facilitator who will advise you of the range of options available

You also have the right to contact the Health and Disability Commissioner (Ph 0800 11 22 33, PO Box 1791, Auckland) before, during or after making a complaint to us.

If you want to talk to someone or find out more please contact our Complaints Facilitator on 04 806 1073