

## Patient Complaint – Your Rights and Complaint Information



Village Health Lincoln Road acknowledges the rights of the patient outlined within the Health & Disability Commissioners Code of Rights. We aim to provide a high quality, professional service for all patients at all times. Your rights are:

- RIGHT 1** *the right to be treated with respect*
- RIGHT 2** *the right to freedom from discrimination, coercion, harassment, and exploitation*
- RIGHT 3** *the right to dignity and independence*
- RIGHT 4** *the right to services of an appropriate standard*
- RIGHT 5** *the right to effective communication*
- RIGHT 6** *the right to be fully informed*
- RIGHT 7** *the right to make an informed choice and give informed consent*
- RIGHT 8** *the right to support*
- RIGHT 9** *rights in respect of teaching or research*
- RIGHT 10** *the right to complain*

Beyond the above rights, any consumer has the right to complain if they perceive that they have not been treated fairly as consumers under the Consumer Guarantees Act.

If you have any complaints about the treatment or service you have received from us we would like to know. We encourage you to provide full details of your complaint in writing to us as soon as possible so we can fully investigate your complaint.

If you make a complaint to us we will:

- Let you know that we have received your complaint within five\* working days unless it has been resolved to your satisfaction within that time.
- Investigate your complaint. This will be done objectively and without bias.
- Let you know within ten\* working days whether or not we feel your complaint is justified. If we need more time to investigate your complaint we will advise you of this and why more time is needed.

Once we have made a decision regarding the acceptance or otherwise of your complaint we will:

- Provide you with reasons for our decision
- Advise you of actions we propose to take
- Advise you of the practice appeal procedures and your rights to complain to the Health & Disability Commissioner or the Privacy Commissioner.

For complaints that take some time to fully resolve we will advise you about the progress of your complaint each month. At any time you require we will provide you with all the information that the Village Health Lincoln Road holds that is or may be relevant to your complaint.

### FURTHER ASSISTANCE

You may also seek assistance from a Health & Disability Advocate. Information on these is available online at <http://advocacy.hdc.org.nz> or you can call the Christchurch support number: (03) 377 7501

Information on your rights as a patient is available from the Health & Disability Commissioner – available online at <http://www.hdc.org.nz>

\* HDC requirement for maximum notification

# Patient Complaint – Complaint Form



## PATIENT DETAILS

Name:	
Address:	
Phone Number (home):	Phone Number (cell):

## ARE YOU COMPLAINING ON SOMEONE ELSE BEHALF?

Your name:	
Your relationship to the Patient:	
Does the patient know you're complaining on their behalf?	<input type="checkbox"/> Yes <input type="checkbox"/> No

## DETAILS OF THE COMPLAINT

When did it happen?	
Where did it happen?	
What happened? Please give the detail of your complaint.	
Have you tried to resolve this in any other way?	
Is there anything else you feel that we should know?	
What do you want to happen as a result of this complaint?	
Signature:	Date: