



KAUPAPA: Tikina he wai i te Huhunu kia rongu ai au i te reka o te wai.
To once again drink the healing waters of Te Huhunu thereby enhancing the health and well-being of the Pirirakau Community.

OUR MISSION: Ruia te kakano kia puāwai ai tātou.
Sowing the seed of unity so that we can flourish together

COMPLAINTS POLICY

POLICY

To maintain standards of excellence, competency and accountability to the consumers of health services within Pirirakau Hauora.

PURPOSE

Every consumer has the right to complain, and have his or her complaints addressed promptly and fairly.

All complaints will be managed in keeping with Right 10 of the Code of Health and Disability Services Consumer's Rights 1996 (The Code). In addition, The Code sets out timeframes to facilitate the fair, simple, speedy and efficient resolution of complaints.

If you have a complaint or concern about the treatment you received, this policy outlines the processes involved in the reporting and management of a complaint. This policy has been developed to be compatible with Right 10 of the Code of Health and Disability Services Consumer's Rights.

RIGHT 10

"You can make a complaint about any aspect of your care or treatment. You should be given information on the process involved in making a complaint so it is easy for you to do so. Your treatment should not suffer if you do make a complaint."

IMPLEMENTATION

If a client is unhappy about their treatment or any matter related to this practice, they might make a complaint verbally or in writing. In addition, anyone can make a complaint on behalf of the patient including family members, friends or other health professionals.

1. Acknowledge the complainant's concerns
"You sound very upset, would you like to come through to a room to discuss what's happened."
2. Do not get into an argument at the front desk.
3. Offer the complainant a private place to continue the conversation.

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4. If you feel threatened by the person’s behaviour, leave the room and seek immediate help.
5. If you do not feel you are the appropriate staff member to receive the complaint, seek help from Manager and/or doctor or practice nurse.
6. Remain professional and, where possible, establish a rapport:
 - a) Listen –without interrupting
 - b) Be honest
 - c) Do not be defensive
7. Find out what the complainant is dissatisfied with, or what their concerns are, and what they would like to see done. Focus on the issue not the person.
8. Provide an early apology, where appropriate. An apology does not mean you are admitting liability, or fault or attributing blame (remember to carefully word the apology). For example;

“You appear to have suffered an adverse reaction and I am sorry this has happened. I will find out how it happened and, if possible make changes to prevent this from happening again”.
9. Explain what you can do and cannot do:
 - a) The facts
 - b) That you will pass on the information to the Complaint’s Officer - at Pirirakau Hauora this is the Manager, who will investigate the incident.
 - c) That you cannot comment on any criticism until it is investigated and the person/s being complained or has/have the opportunity to comment.

“The Complaint’s Officer will gather all the relevant information. He/she will investigate your complaint and contact you to discuss it further”.
10. Fully discuss other alternatives;
 - a) Advocacy Service, South Island phone 03 377 7501
 - b) Health & Disability Commissioner phone 0800 11 22 33
 - c) Privacy Commissioner phone 0800 803 909
11. Adequately document all complaints including the person’s name and contact details in the complaints procedure folder and inform the Complaints Officer.
12. All complaints require active resolution and will be discussed at the next Practice Meeting. Complaints will be used as an improvement opportunity using the Continuous Quality Improvement Cycle – CQI (Appendix A)
13. Any consumer/s may complain regarding the service received from Pirirakau Hauora.
14. All complaints must be directed to the Manager. A non-conformance report will be filled out by staff.
15. The Complaints Office / Manager will acknowledge in writing the complaint **within 5 working days** from receipt unless it is resolved to the satisfaction of the consumer within that period.

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16. The client is informed of any relevant internal and external complaints procedures, including the availability of independent advocates provided under the Health & Disability Commissioner Act 1994, and the Health & Disability Commissioner. Pamphlets are provided to clients in Information Pack at initial meeting.
17. A copy of the complaints procedure shall be included in the letter of acknowledgement to the complainant.
18. The Manager is responsible for the initial investigation of the complaint and provision of all information to all parties involved in the complaint.
19. Notice in writing of a complaint will be sent by the Manager of the organisation to the staff member concerned, requesting a meeting to discuss the complaint and to gain a response.
20. Such a meeting shall be convened no less than **ten (10) working days** following notification of the complaint. If more than 20 days is required to investigate the complaint, inform the complainant.
21. Where possible all parties involved in the complaint should be encouraged to make comment or recommendations as to a resolution.
22. Any action recommended as a result of the investigation should be commenced as soon as practical.
23. When complaints concerning staff members are made, the Manager shall give the option of the staff having a whānau support accompany them.
24. If the subject of the complaint is beyond the scope of management, recommendations for referral may be deemed appropriate. Such external agencies may include:
 - The Board in the first instance
 - Independent expert advice (GP etc)
 - Refer the complaint to an appropriate independent agency (eg; Health and Disabilities Commissioner)
25. A record of complaints received/referred shall be kept by Management and shall include the complainant's name, description of the complaint and action taken. This will be added to incident form.
26. A schedule of complaints received /referred for the month shall be included in the Manager's reports to the Board.

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CONSUMER COMPLAINTS

Definition

A consumer complaint is any expression of dissatisfaction received from a client, patient, visitors, family member, or a member of the community regarding an event that has occurred, a system or process with the practice or a staff member.

Complaints may be either:

- Written – letter, email or fax
- Verbal – telephone or face-to-face

Verbal Complaints

- Verbal complaints are to be documented on an incident form, either by the complainant or by the person receiving the complaint, and to be managed in the same manner as a written complaint.
- An effort must be made to resolve the complaint immediately where possible. Often the staff member on the spot can handle verbal complaints.

Written Complaints

- All written complaints are to be forwarded to the Complaints Officer. Written complaints can be written up by complainant, complainant whanau, the Manager and/or staff .
- Written complaints or those written on consumer feedback forms are to be attached to the Complaints Form for action. This is to be done by the end of the day on which the complaint is made.
- A consumer may instead, or in addition, involve the Health Advocates Trust, and/or lay a complaint with the Health and Disability Commissioner and / or Privacy Commissioner.

COMPLAINTS MANAGEMENT PROCESS

1.	Complaint is received. If received in writing, forward to Manager, if verbally taken, document details on complaint form and forward to Manager.
2.	Immediate action is taken to resolve issue where possible.
3.	Confirm receipt of complaint with complainant providing a timeframe for complaint resolution.
4.	Follow-up/investigate situation/issues and take appropriate action - investigation and action taken to be documented on appropriate sections of the Complaint Form.
5.	If complaint/issue involves high resolution factors, the Board may require a meeting to discuss issues and plan of action to respond to complainant and to address follow up issues.
6.	Once complaint/issues resolved, feedback to be given by Complaints Officer to staff involved in complaint.
7.	All documentation relating to the complaint is to be attached to incident form and filed by the Complaints Officer. Log complaint into complaint register and file is located in the Managers office.
8.	Trends in complaints to be monitored by the Complaints Officer and practice team.
9.	Monthly report of all complaints data to be discussed at the next staff team meeting.

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Consumer Feedback

Consumer feedback is either verbal or written client satisfaction or dissatisfaction. Consumer feedback is an important resource that gives Pirirakau Hauora the opportunity to review its services and make improvements.

Feedback is encouraged to be given at any time by consumers or kaimahi.

For Oтуру Kaumatua Services feedback is received on a regular basis via the completed forms at the four week telephone client satisfaction survey and the regular client reviews of service. All feedback received is documented on paper in the clients hard file, and in GoldCare. Any feedback that requires action is actioned immediately and documented on file and in GoldCare. A copy is to be provided to Manager.

SCOPE

This policy applies to all employees / volunteers of Pirirakau Hauora promoting whanau health and wellbeing in the Western Bay of Plenty region and is a core policy for Pirirakau Hauora.

ASSOCIATED DOCUMENTS

Legislation	<ul style="list-style-type: none"> The Code of Health & Disability Services Consumers' Rights 1996
Pirirakau Hauora	<ul style="list-style-type: none"> Complaints Form Incident Report Complaints Register New Client Information Pack Feedback form HCSS telephone client satisfaction form.
Appendix 1	<ul style="list-style-type: none"> Complaints Flow Chart

APPENDIX 1



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