

Customer Services responsibilities:

1. Your complaint (verbal or written) will be acknowledged to you in writing within five working days of receipt.
2. We will endeavour to respond to your complaint within 20 working days from the date of acknowledgment, but the investigation may take longer if the issues are complex or staff are on leave. You will be informed if this will take longer and the reasons this is necessary.
3. You will be kept informed in writing at monthly or at agreed intervals until the response is finalised.

Please note that we may need to look at your medical record to address your complaint. If you don't wish this to happen, please contact the customer services office to discuss your concerns.

Complaints made on behalf of someone else:

If your complaint is made on behalf of someone else, we will need to seek their consent to disclose their health information in addressing your concerns, and we will seek their thoughts on how they would like your concerns about their care to be managed. Once we have received authorisation we will begin the complaints management process.

Your responsibilities

- » Please make your complaint, and the outcome you are seeking as clear as possible. This helps us identify and respond to your concerns.

Contact the Customer Services Office or Nationwide Health and Disability Advocacy Service if you would like help to clarify your concerns.

If you have any supporting documentation, please provide this at the beginning of the complaint process. If you raise any additional issues during the complaints process this may delay our response to you.

- » If you have any questions about your complaint progress, please contact the Customer Services Office that is managing your complaint. Do not contact the staff who are directly involved in your complaint.
- » The Customer Services Office staff are here to help resolve your concerns and have the right to be treated with courtesy and respect.

Privacy

Health information is collected to provide appropriate care and treatment, for internal clinical audit and quality improvement processes, for administration, and for teaching and training purposes.

We require information from you so that we can provide good and safe care.

It is our policy to share that information with others who provide you with health care and/or disability support, where the information will help them, in their turn, to provide you with good and safe care. Other providers would include, for example, your GP, District Nurses who visit you and any specialist health or disability service with which you are actively engaged.

If you have any concern regarding this policy, perhaps because of special circumstances we may not know about, please discuss it with the person who is caring for you, so that further advice and/or explanation may be given.

Your Rights

Patient Information

Our Vision / Tā Mātou Matakite

To improve, promote and protect the health and wellbeing of the community of Waitaha Canterbury.

Ki te whakapakari, whakamanawa me te tiaki i te hauora Mō te oranga pai o ngā tāngata o te rohe o Waitaha

Our Values / A Matou Uara

Care and respect for others
Manaaki me te whakaute i te tangata

Integrity in all we do
Hāpai i ā mātou mahi katoa i runga i te pono

Responsibility for outcomes
Te Takohanga i ngā hua

Te Whatu Ora Health New Zealand

Waitaha Canterbury

Te Whatu Ora Waitaha Canterbury staff are committed to working in partnership with you to achieve the best possible outcome.

It is expected that you will:

- » Be involved in your treatment and care whenever this is possible
- » Inform us if you believe your rights are not being considered
- » Be sensitive to the needs of others
- » Respect the privacy of others and keep in confidence any information gained about them
- » Provide information that could assist with your care and treatment
- » Respect the staff and property of Waitaha Canterbury

Your Rights When Receiving Services

This is an outline of the rights guaranteed by the law known as the Code of Health and Disability Services Consumer's Rights. They apply to all health or disability services, whether you pay for them or not.

1. Respect

You should always be treated with respect. This includes respect for your culture, values and beliefs, as well as your right to personal privacy.

2. Fair Treatment

No-one should discriminate against you, pressure you into doing something you do not want or take advantage of you in any way.

3. Dignity and Independence

Services should support you to live a dignified, independent life.

4. Proper Standards

You have the right to be treated with care and skill, and to receive services that reflect your needs. All those involved in your care should work together for you.

5. Communication

You have the right to be listened to and receive information in whatever way you need. When it is necessary and practicable, an interpreter should be available.

6. Information

You have the right to have your condition explained and be told what your choices are. This includes how long you may have to wait, an estimate of any costs, and likely benefits and side effects. You can ask any questions to help you be fully informed.

7. It's Your Decision

It's up to you to decide. You can say no or change your mind at any time.

8. Support

You have the right to have someone with you to give you support in most circumstances.

9. Teaching and Research

All these rights also apply when taking part in teaching and research.

10. Complaints

It is OK to complain – your complaints help improve service. It must be easy for you to make a complaint and it should not have an adverse effect on the way you are treated.

Te Whatu Ora Waitaha Canterbury will take reasonable actions, in the consumer's clinical circumstances and their resource constraints, to give effect to these rights, and comply with the duties in the Code.

A full copy of the Code of Rights is available in English on request and in different languages as well as audio.

[HDC Your rights in different languages.](#)



Te Whatu Ora Waitaha Canterbury provides an Interpreter service; please ask.

» Te Reo Māori

Kei te wātea atu i roto i te reo Māori te katoa o te tārua mō Te Mana Tikanga, mēnā ka tono mai. Whakarato ai Te Poari Hauora Ā-Rohe o Waitaha i tētahi ratonga whakamāori, me pātai koa noa mai.

Making a Verbal or Written Complaint

Some of the ways you can make a complaint.

- » Approach the person(s) caring for you or the person in charge of the ward or department.
- » Complete our electronic www.cdhb.health.nz Or write to Quality and Patient Safety at: Waitaha Canterbury, PO Box 1600 Christchurch
- » Call a number below

Ashburton & Community Health Services
(03) 307 8450

Burwood Hospital (03) 383 9488

Christchurch Hospital (03) 364 0843

Hillmorton Hospital (03) 339 1160

Women's & Childrens Health Services
(03) 364 4556

If you require independent support to assist you with your complaint, you may use the free service of:

Nationwide Health and Disability Advocacy

Nga Kaitautoko

PO Box 782, Whanganui 4541

Telephone: 0800 555 050

Email: advocacy@advocacy.org.nz

Website: www.advocacy.org.nz

Health & Disability Commissioner Auckland

PO box 1791, Auckland 1140

Free Phone: 0800 112 233

Email: hdc@hdc.org.nz Web: www.hdc.org.nz