

How to make a complaint

Introduction

Ngati Kahu Hauora - "The Practice"

The Practice upholds the patient's right to complain (Right 10)

All patients have different expectations of service standards and how they will be treated and cared for by the staff.

Sometimes simply acknowledging the problem is enough to resolve a complaint, irrespective of the outcome. However, if a complaint, once investigated is found to be valid, appropriate action will be taken. It is also worth recognising that a complaint is often accompanied by a suggestion to remedy or improve the cause for complaint.

The Practice cannot resolve every complaint but can be responsive and benefit from the patient's perspective.

For all staff to take responsibility for customer complaints ensuring they are dealt with quickly and courteously to minimise negative impact on both patients and the Practice.

Objectives

1. To anticipate and minimise patient dissatisfaction
2. To provide information to allow patients to make complaints
3. To deal with complaints quickly and courteously
4. To record both complaint and resolution in the complaints log.

If you have a complaint you can contact us;

- on 0800760160 and ask to speak to the Practice Manager; or
- email to nrtga@ngatikahuhauora.co.nz, or
- in writing that can be handed to our office at 69 Carmichael Road, Bethlehem, Tauranga, or
- send by post to

Ngati Kahu Hauora
PO Box 16218
Bethlehem Mail Centre
Tauranga 3110

We do encourage written complaints as this is a kept record