

COMPLAINTS PROCEDURE

Discuss your concerns

Before making a complaint, we encourage you to speak to the staff caring for you if you have any concerns. Southern Cochlear Implant Programme (SCIP) has an open door policy. Our General Manager Neil Heslop is available during office hours to discuss any issues relating to patients and staff: email neil.heslop@scip.co.nz or phone 0800 500 405.

Should you wish to make a complaint, please contact the General Manager so that your complaint can be logged.

Nature of complaints

SCIP may receive complaints with respect to any of our functions and services, clinical activities or conduct of employed or contracted health professionals. A complaint may relate to an issue within the jurisdiction of the Health and Disability Commissioner or the Privacy Commissioner. We accept complaints from patients, and from any person who makes a complaint on a patient's behalf (such as a family member, friend or advocate).

Writing a Complaint

We encourage patients who wish to make a complaint to put it in writing to our General Manager Neil Heslop (see contact details above).

It is helpful for our organisation if you provide as much detail as possible with respect to your concerns. In your written statement, please state:

- What happened;
- When did it happen (date, time);
- Did anyone witness what happened;
- What is the issue of concern;
- Is there anything else relevant that you want to tell us;
- What do you want as a result of the process;
- Have you already attempted to resolve this issue, and what was the outcome;
- If you are writing the complaint on behalf of a patient, please give your name and the patient's name, the relationship between you and the patient and their consent for you to make the statement on their behalf;
- Details of your advocate/solicitor, if you are represented by someone.

Complaints Process

We take all complaints seriously. When dealing with a complaint, we follow the process set out at Right 10 of the Code of Health and Disability Services Consumers' Rights Regulations 1996 ("the Code"). This means that:

- We will acknowledge your complaint within 5 working days of receiving your complaint, and inform you of our internal and external complaints procedures.
- We aim to decide whether or not we accept the complaint as justified within 10 days, and if we cannot decide within this timeframe, we shall determine how much additional time is needed, and inform you the reason if we require more than an additional 20 working days to make a decision.
- We shall keep you informed of progress with respect to your complaint on a monthly basis.
- As soon as practicable after making our decision, we shall tell you the reasons for the decision, any actions we propose to take, any appeal procedure that we have in place, and the right to make a formal complaint to the Health Advocacy Service, the Health and Disability Commissioner or the Privacy Commissioner.

We treat complaints confidentially, and will only discuss the complaint with people directly involved or deciding whether or not the complaint is justified. Making a complaint will not adversely affect the care that you receive.

Support and help

You can request support with your complaint (including the outcome) by contacting the nationwide Health and Disability Consumer Advocacy Service for independent advocates (phone 0800 555 050); or you may approach the Health and Disability Commissioner (phone 0800 11 22 33; email hdc@hdc.org.nz; website www.hdc.org.nz).