

THE COMPLAINT PROCESS



Talk to an IHC staff member



Listens to the complaint and tries to resolve it

DID THAT WORK?



No



The complaint is made to a senior manager, e.g. a General Manager

DID THAT WORK?



No



The complaint is made to General or National Manager

DID THAT WORK?



No

Contact the Health and Disability Commissioner for advice, support or advocacy

You can make a complaint to the Health & Disability Commissioner at any time.

Contact US

If you have a complaint ...

... we would like to hear about it.

How do I get started?

You can make a complaint in any form. The first step is to raise the matter with an IHC staff member.

How much will it cost?

Nothing. It does not cost anything to make a complaint.

Do I need a lawyer?

No. You do not need a lawyer, but you can have a lawyer – or any other support person or advocate – involved with your complaint.

Is it confidential?

Yes. The information you provide to IHC cannot be shared with anyone else without your permission.

Contact the Health and Disability Commissioner:

Complaints

Free-phone: 0800 11 22 33

Email: hdc@hdc.org.nz

Advocacy

Free Phone: 0800 555 050

Free Fax: 0800 2 SUPPORT/0800 2787 7678

Email: advocacy@hdc.org.nz

Contact IHC

P.O. Box 4155, 57 Willis Street, Wellington

0800 442 442



... we would like to hear about it.

MAKING A COMPLAINT

If you have a complaint about IHC, IDEA Services, Choices NZ or Accessible Properties, we would like to know about it.

It is important to us that the services we provide meet the needs of the people we support.

You can make a complaint in any form.

What can you complain about?

You can complain about any service or support that IHC provides, or about a breach of rights, such as:

- Appropriate standard of service
- Information provided
- Rights not respected
- Any form of abuse
- Property concerns

IHC cannot respond to complaints such as funding levels, service bands or diagnosis.

If your complaint is about any of these areas, it may be appropriate to ask the Health and Disability Commissioner for help.

Taking things further

If you are not happy with the outcome of your complaint, you can take your concerns to the person in charge of the service. If it still cannot be resolved, the complaint will be taken to more senior management, e.g. a General Manager.

The Health and Disability Commissioner

You can also make a complaint to the Health and Disability Commissioner, at any time. There are advocates who can help you to make a complaint, and support you through the complaint process. Advocates are independent, and provide a free service to people using health or disability support services.

Support during the process

You can have any person as an advocate or a support person to help you lay a complaint, or work through a complaint. They can come to any meetings or discussions about your complaint, and can be involved at every stage of the process.

How to make a complaint

The first step in making a complaint is to talk about it with a staff member. They will take responsibility for handling the problem, or will make sure it is handled by someone who can deal with it.



If you don't want to talk to the staff member, you can speak to someone else on staff, or you can take your complaint directly to the Health and Disability Commissioner.

We will

- Treat your complaint seriously
- Try and resolve it quickly and fairly
- Keep you informed about what we intend to do and how long it will take, if we cannot resolve it within five working days
- Discuss the outcome with you