



Level 1, 56 Lincoln Rd, Henderson, Waitakere City
Ph: (09) 838 1523 Fax: (09) 838 1524

Complaints Form

Definition

A complaint is a situation when you feel your rights as a client of Waiora Healthcare PHO have been breached or there is anything else about the service that makes you unhappy.

Procedure

Please complete this form and post or give to the Senior Staff Member at your Health Centre or post to Quality Manager, Level 1, 56 Lincoln Road, Henderson, Waitakere City 0610. A notice of the receipt of your complaint will be sent to you within 5 working days.

Waiora Healthcare or your local Health Centre's Complaints Officer will ensure that the complaint is investigated and will advise you of the outcome within a further 10 working days – or the reason for further investigation at that time.

If you wish to present a complaint in person please ask to speak to the Complaints Officer PHO (Quality Manager) or a Senior Staff Member on duty in order to make an appointment to discuss your complaint with Waiora Health Care PHO Management.

All complaints will be handled with complete privacy, dignity and confidentiality and respect in all respects. You have the right to take your complaint directly to an independent advocate at any stage.

You can contact the Health Advocate Trust on (09) 525 2706 or the Commissioner on 0800 112233. Or Health and Disability Services at any stage of this complaints process.

