Health New Zealand - Southern is committed to providing quality health care services to the community that we serve.

E ngā mana, e ngā reo, e ngā kārangatanga o te wa, koia nei te mihi mahana ki a tātou katoa.

- Compliments are appreciated and always passed on to the appropriate staff and their managers.
- Complaints are investigated thoroughly and managed in accordance with the Code of Health Consumer's Rights.

All complaints are treated confidentially, and will be discussed only with the people directly involved.

Please be assured that making a complaint will not affect the care that you receive now, or in the future.

While complaints can be made by a third party (relative, friend or whānau) on another's behalf, we may require that person's consent to investigate and respond to you (the patient can sign this form).

 Suggestions provide opportunities for improving our care for future patients.

lease place a ✓ in the appropriate box(es) Complime	ent Suggestion	Complaint [
ell us the details: What happened; who was now this made you feel; and what you would		I where it occurre
Please attach extra p	ages as necessary	/
Your Name:	Telephone:	
Address:	I	
Email:	Date of visit:	
Name of Service/Ward:	Location:	
Signature of person giving consent:	(If	f over 16 years of age
<u> </u>	<u> </u>	



Dunedin 9054 Private Bag 192 Consumer Experience Health New Zealand Southern Feedback Team

## **Health New** Zealand

Whatu Ora

## FreePost Authority Number 332

## **Health New Zealand**

Te Whatu Ora

You can give a compliment, make a suggestion or raise a complaint by:

- · Talking to any member of staff
- Ph: 0800 683 006
- E: feedback@southerndhb.govt.nz
- Online: www.southernhealth.nz/feedback
- Filling out this freepost feedback brochure.

Free support to help you resolve your concerns about a Health or Disability Service.



**Nationwide Health & Disability Advocacy Service** Ngā Kaitautoko

To talk through your options contact an advocate:

- Ph: 0800 555 050
- E: advocacy@advocacy.org.nz
- www.advocacy.org.nz

You have rights when using a Health or Disability Service.



**Health & Disability Commissioner** Te Toihau Hauora, Hauātanga

To find our what to do if you have a concern or complaint contact HDC:

- Ph: 0800 11 22 33
- www.hdc.org.nz

**Health New Zealand** Te Whatu Ora

Kia ora



## Feedback

























