

If you need help in understanding this leaflet, please contact the Interpreters on 09 276 0014

Maori Translation

Mo nga whakamaatautanga (whakamaaramatanga) o tenei pepa tuhituhinga hei awhi atu ia koe, me waea atu koe ki nga iwi whakamaori kupu, te nama: 09 276 0014.

Chinese Translation

如果您需要幫忙來瞭解這份傳單的內容，請撥電話 (09) 2760014 與翻譯部聯絡。

Tongan Translation

Kapau 'oku' ke fiema'u ha tokoni ke mahinoi e kii tohi fakahinohino' ni, kataki 'o fet'uutaki ki he kau fakatonulea he 09 276 0014.

Samoan Translation

Afai e te manaomia se fesoasoani I le faamalamalamaina o lenei pepa Faamolemole faafesotai mai le ofisa o Faamatalaupu I le numera 09 276 0014.

Cook Island Translation

Me kua anoana tauturu koe kiamarama I teia pepa, ringi mai I te Interpreters (uri reo) I runga I te tereponi 09 276 0014.

Niuean Translation

Kaēke kue anako a koe ke fai lagomataiaga ke fakamaama atu e tohi nei hea atu ke tau tagata fakahokohoko kupu he 09 276 0014.



Pamphlet Number	Clin 14	Version	2
Department	Quality & Risk Service	Last Updated	June 2006
Document Owner	Quality & Risk Service	Next Review Due	June 2008
Approved By	Quality & Risk Service	Date First Issued	2005

How to make a Complaint





You can also use outside agencies to help you resolve your complaint. These organisations are independent of the hospital.

Our Aim:

Our staff work to ensure that your care and treatment is of the best standard that we can achieve.

Complaint Process

If for some reason you are unhappy with any part of your care please let us know about it.

Verbal Complaints:

Your Health Carer, Charge Nurse, Team Leader or Service Manager can advise you of all the options available to you and your family

If you wish to talk to someone else, you can choose to follow any of the options given below.

- 24 Hours a day: Patient Line 09-277-1667
- For Mental Health Issues phone 09-270-4742
- After Hours: Contact the Duty Manager, using an internal phone – Dial 0 and ask to be put through.

Written Complaints:

If you would like to make a written complaint, please write to:

Complaints Administrator
Counties Manukau District Health Board
Private Bag 93311
Otahuhu
Auckland

What happens after you have made a complaint

Your concerns will either be answered when you phone or you will be told an investigation needs to take place, or a letter will be sent saying an investigation will take place.

If it is thought to be a useful part of achieving resolution, a family meeting may be arranged.

When the investigation is complete you will receive a letter stating what has been done to resolve concerns that have been raised.

The Health Advocates Trust will advise and support you through the complaints process. You can speak to them on the phone:

Phone: 0800 555 050

They will come and visit you at an agreed venue

District Inspectors (for those under the Mental Health Act)

Phone: La Verne King 09-966-0556

Rosaline Fuatai 09-263-0668 or

Rex Maidment 09-262-1467

Write a letter to:

Health & Disability Commissioner (HDC)
PO Box 1791
Auckland

The Commissioner will investigate your complaint and write back to you about the investigation and what has been done to resolve your concerns. The Commissioner may contact the Chief Medical Officer at Counties Manukau DHB for information