WHY COMPLAIN?

At the Otago District Health Board we are committed to treating complaints seriously and dealing with them promptly and fairly. Every complaint is an opportunity to improve the quality of care we provide.

We will investigate your complaint and try to find an answer that suits us both. And we will do our best to ensure that the situation does not arise again.

WILL MY TREATMENT BE ADVERSELY AFFECTED?

Your treatment will not be affected in any way. The Otago District Health Board understands the importance of confidentiality in the complaints process and will protect your privacy. We will however need specific details to enable us to adequately investigate the problem. The person or service you complain about will know that you have complained.

HOW DO I COMPLAIN?

You may make your complaint to any member of staff. It will need to be recorded to help us investigate your concerns.

Written complaints can be addressed to:

Patient Affairs
Otago District Health Board
Private Bag 1921
Dunedin

Patient Affairs' staff are available to help at any stage. The Otago District Health Board cannot act fully on anonymous complaints. Without knowing your identity, the Otago District Health Board will not be able to thoroughly investigate your concerns and we will not be able to provide feedback to you on the outcome of your complaint. If there is a particular difficulty, you should discuss this with staff at Patient Affairs.

If you have a complaint, please tell us as soon as possible. Complaints are easier to resolve if they are received soon after the event when details are fresh in the minds of people involved. We will acknowledge your complaint within five working days, and we aim to complete a full investigation within two weeks. If this is not possible, we will let you know and explain why.

If you wish to discuss a complaint, our staff at Patient Affairs will be happy to assist.

Please telephone 03-474 0999

If you are an inpatient at Dunedin Hospital and wish to complain about your care, but feel uncomfortable about talking to staff in your service area, please ask your nurse to give Patient Affairs a call.

INTERPRETERS ARE AVAILABLE

If English is not your language of choice, we can provide interpreters. Please call Patient Affairs for help.

Ki te uaua ngā kōrero o te pukapuka iti nei ki a koe, me whakaatu ki tō nēhi. Ki te hiahia tangata whakamāori kōrero koe hei āwhina i a koe, ka taea te whakapā atu ki tētahi.

Sollten Sie Schwierigkeiten haben, diese Broschüre zu verstehen, dann sagen Sie es bitte Ihrer Krankenschwester / Ihrem Pfleger. Auf Wunsch wird ein Dolmetscher einbestellt, der Ihnen behilflich ist.

Afai ua faigatā ona e mālamalama i upu o lenei tusi, ia e faailoa i se alii poo se tamā'ita'i fōma'i. Pe a e finagalo i ai, o le a logoina se faamatala-upu e fesoasoani ia te 'oe.

만약 이 소책자의 내용을 이해하기가 어려울 경우, 담당 간호사에게 알려주시기 바랍니다. 원하시는 경우, 귀하의 편의를 위해 통역인이 도와줄 것입니다.

如果您看不太懂本冊子的內容，請向護士表明。您若願意，我們可以聯絡一位翻譯員來協助您。

このパンフレットをお読みになり、内容について理解できなかったりお困りの時には係のナースにその旨申し出してください。又、通訳希望の場合にも係に申し出してください。

Если вы не понимаете, что написано в этой брошюре, дайте об этом, пожалуйста, знать медсестре. Мы вызовем переводчика, если вы этого желаете.

WHAT IF I AM STILL NOT SATISFIED WITH THE OUTCOME?

Sometimes the best we can do does not satisfy the person who complained. If you would like the Otago District Health Board to reconsider, please specify what you find unsatisfactory and we will have another look at the issues you have raised. We will also tell you who else you may take your complaint to.

CAN I SEEK ADVICE FROM THE HEALTH AND DISABILITY ADVOCACY SERVICE?

Yes. The Health and Disability Advocacy Service is an independent service set up to help people who have problems with a health care service. You are able to seek their advice or use their services at any stage of the complaints process.

The contact phone number for Health and Disability Advocacy Services is:

03-479 0265 or 0800-377 766 *(be prepared to leave a message)*

COMMENT FORM

NAME: .....

ADDRESS: .....

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Nature of Complaint/Compliment
Please be specific ***(eg where, when, who, why)***

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COMMENT FORM *continued*

Please feel free to write on an extra page and post with this form to

Patient Affairs
Otago District Health Board
Dunedin Hospital
201 Great King Street
Dunedin

HEALTH AND DISABILITY CONSUMER RIGHTS

If you are unsure of your rights as a patient or client please ask staff for a Health and Disability Consumer Rights pamphlet.

CAN I SEE A COPY OF THE COMPLAINTS POLICY?

You are welcome to telephone us if you would like to discuss our policy.

A full copy of the Otago District Health Board Customer Complaints Policy is available from Patient Affairs on the ground floor of:

Dunedin Hospital
201 Great King Street
Dunedin

and at the

ISIS Centre
Wakari Hospital
Taieri Road
Dunedin

HOW ELSE CAN I HELP THE OTAGO DISTRICT HEALTH BOARD DO A BETTER JOB?

We would like to know when we do a good job as well! If you're pleased about some aspect of your care, please contact:

Patient Affairs
Otago District Health Board
Dunedin Hospital
201 Great King Street
Dunedin
Telephone 03-474 0999

Otago District Health Board
Poari Hauora-ā-rohe ki Ōtāgo

ODHB 27199 Issue Date: 1st January 2004 PRNT 1958

PATIENT COMPLAINTS

If You're Not Satisfied...
...We Need to Know

Otago District Health Board
Poari Hauora-ā-rohe ki Ōtāgo