

THE COMPLAINTS PROCESS

STEP
1.



Complaint is received. Every consumer has the right to make a complaint about a provider in the form the consumer feels is appropriate (e.g. written, email, telephone).

STEP
2.



Provider acknowledges complaint in writing to complainant within 5 working days of receipt.

STEP
3.



Investigation into the complaint is undertaken.

STEP
4.



Complainant is kept informed of progress throughout the investigation.

STEP
5.



A decision is made on the validity of the complaint and complainant is informed of the outcome. The entire process should occur within 20 working days, unless an extension of time is required.

STEP
6.



The written decision is given to complainant with the outcome and any actions the provider plans to take.

The letter should contain the contact details of the Health and Disability Commissioner to enable the complainant to take the matter further if they are unhappy with the outcome of the investigation.