

Complaints Officer	Dr Rosemary Dodd
Practice Manager	Vicki Prebble
Nurse Manager	Harriet Fitzpatrick

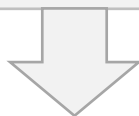
Complaints Process at Peninsula Medical Centre

Peninsula Medical Centre takes all complaints seriously and endeavours to continually provide a high-quality service. We value patient feedback as this supports continual improvement.

If you have a complaint about the service you have received, please follow these steps:

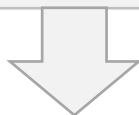
1) Inform us of your concern:

- Verbally to reception to resolve (if they are unable to resolve the issue for you, they will involve the Practice Manager).
- Ring 04 380 8855 and ask to speak with the Practice Manager, Vicki.
- Write a letter to the Practice Manager or email reception@peninsulamedical.co.nz attention: Practice Manager



2) The complaint is formalised.

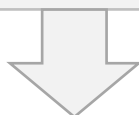
We have five working days to formally acknowledge your complaint in writing, unless it has been resolved to your satisfaction without becoming a formal complaint.



3) Your complaint is investigated.

The investigation may include interviews of involved persons, gathering further information (including current processes) and seeking advice from relevant experts.

We have up to ten working days of acknowledging your complaint to advise you whether the complaint is upheld or whether more time is required to determine this.



4) The outcome is determined.

You will receive a formal letter within ten working days of acknowledging your complaint (or 20 days if more time was required) advising whether the complaint is upheld or not. Remedial actions are taken where applicable. The incident is appropriately recorded and where applicable, feedback is given to the appropriate team(s) at Peninsula Medical Centre.

If, at any point you are dissatisfied with our processes or need support with your complaint, you can contact your local **Health and Disability advocate by phoning 0800 555 050 or emailing advocacy@advocacy.org.nz**

For more information see: <https://www.hdc.org.nz/making-a-complaint/>