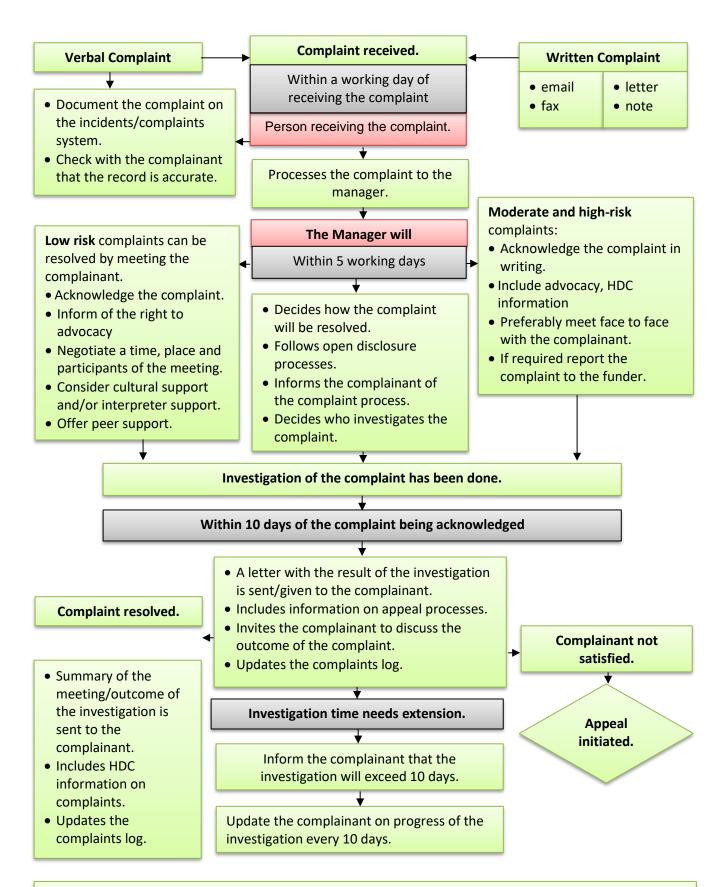


Purpose Our organisation will ensure that the right of the service user to make a complaint is understood, respected and upheld. Scope The services' employees, people engaged with our services and their families/ whânau. Policy All complaints will be managed in a systematic way as outlined in this document. Performance Indicators Service Improvement measures are adhered to. Indicators Service Improvement measures are implemented. References Legislation Code of Health and Disabilities Services Consumer's Rights 1996 Standards Outlelines NZS 8134: 2008 Health and Disability Services Standards NZS 8158: 2012 Home and Community Support Sector Standard HDC complaints processes Self-audit: HDC complaints management guide Open Disclosure Adverse Events Definitions Complaint Service Open Disclosure Adverse Events Definitions Complaint A comment/feed-back is an observation, remark, or expression of opinion about aspects of services that could be improved. All comments will be considered as an opportunity to improve the services we provide. Complaint Directly from a person engaged with our services and/or their family/whânau. A Comment is not a complaint Directly from a person engaged with our services and/or their family/whânau. Through the Health and Disability Commissioners office. By a member of parliament. Through the Privacy Commissioners office. By a member of parliament. Through Consumer Advocates. By a service provider. By a member of the public. Complaints Complaints Complaints Poirectly from a person engaged with our services and/or their family/whânau. Through the Privacy Commissioners office. By a member of parliament. Through the Privacy Commissioners office. By a member of the public. Complaints			
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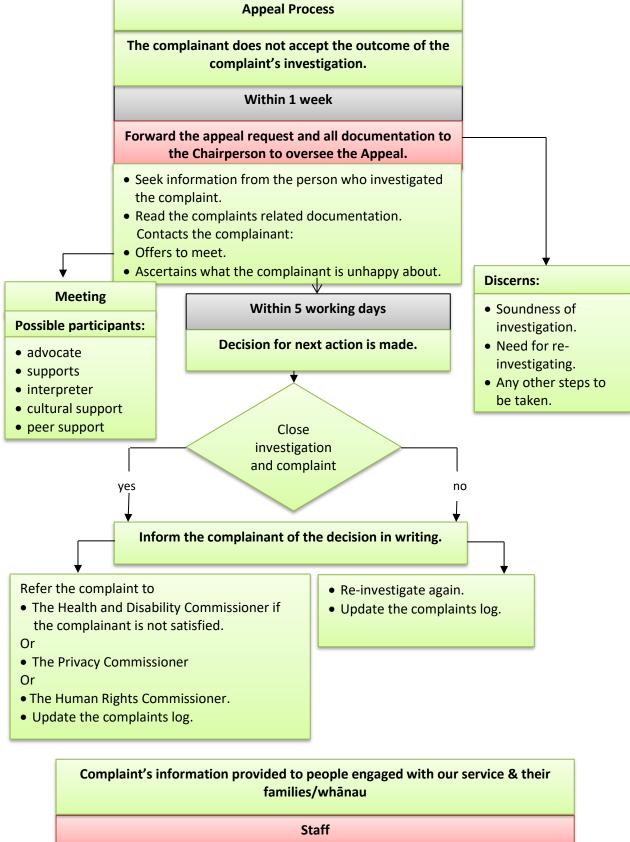


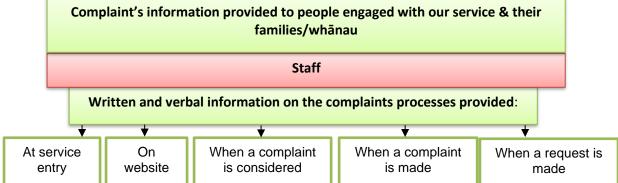
Final letter to the complainant includes the open disclosure requirements:

APOLOGY – INFORM WHAT HAPPENED – INFORM WHAT MEASURES HAVE BEEN PUT IN PLACE TO MAKE

CHANGES OR IMPROVEMENTS









Investigation Process

To be completed within 10 days

Manager/Chairperson

- Ascertain facts.
- Analyse all written evidence.
- Interview people involved.
- Interview people who may have observed anything.
- Assess and refer to best practice guidelines.
- Enlist a specialist if required.
- Enlist a cultural advisor if required.

Throughout the complaints process

- Implement the open disclosure processes.
- Ensure the service user has support available.
- Ensure staff has support available.

Service user does not want the investigation to continue:

• No further involvement of the service user in the investigation.

If the following conditions apply continue with the investigation using the 'Adverse Event' and/or 'Disciplinary' processes:

- Service user injury.
- Misconduct of staff.
- Staff action outside scope of practice.
- High risk to client/whānau, staff member or the service.
- Non-compliance with legislation.

Notification and Communication Immediately Manager

Complaints that:

- Involve a serious injury.
- Have the potential to be of interest to the media.
- Are of a sensitive nature.
- Involve serious misconduct.

Monthly reports

Include in monthly report to the Board:

- Complaints lodged.
- Complaints resolved.
- Status of investigations.
- Results of investigations.
- Trends and analysis.
- Possible areas of improvement.

Report – as relevant – to:

- The Board Portfolio Holder
- Worksafe NZ (consult with Chairperson)
- agencies funding our service DHB/ACC/MSD/
- Health and Disability Commissioner
- Privacy Commissioner
- Regulatory Bodies

All documentation relating to the complaint will be filed in the complaints folder not on the client or service user file.

Only the Chairperson will talk to the media about complaints lodged.