

## Making a complaint about your residential care

You, your whānau or support person raise a concern

Care provider works with you to resolve issue

Unsatisfactory resolution Contact:

Advocacy service

DHB Portfolio Manager

Disability Support Services

HealthCERT

Office of the Health and Disability Commissioner does not respond

**Care provider** 

Contact: Advocacy service DHB Portfolio Manager Disability Support Services

HealthCERT

Office of the Health and Disability Commissioner



Satisfactory

resolution

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