

Provider complaints process

Resident or whānau raises complaint

- ▶ Acknowledge complaint as soon as possible
- ▶ Nominate person to handle complaint
- ▶ Advise resident or whānau who will be in contact
- ▶ Refer to your Complaints management policy



Meet with resident and whānau

- ▶ Meet to discuss the complaint as soon as practicable
- ▶ Repeat back to make sure you have understood correctly
- ▶ Acknowledge resident's distress and make them feel comfortable and safe
- ▶ Ask what the resident wants to happen and make a note of it
- ▶ Ask if the resident would like support from an advocate
- ▶ Explain what will happen next and how long it will take to try to resolve the issue

Resolving complaint

- ▶ Work towards resolving the complaint as soon as possible
- ▶ Examine your processes to correct the cause of the issue
- ▶ Actively involve the resident and their whānau and always put their needs and preferences first
- ▶ Involve all other relevant parties to find the best way to resolve the issue
- ▶ Provide regular updates to the resident and their whānau

After resolution

- ▶ Check that the resident and their whānau are satisfied with the outcome
- ▶ Thank them for their feedback
- ▶ If they are not satisfied, refer the resident and their whānau to the Advocacy Service, the local DHB Portfolio Manager, Disability Support Services, or the Office of the Health and Disability Commissioner

Document the result

- ▶ Document the outcome of the resolution process, including a summary of the complaint, the actions you took to resolve the complaint, any communication you had with the resident, their whānau, and staff
- ▶ Make sure staff are aware of any process changes made as a result of the complaint