

# Top tips for making a complaint

If you have any concerns or would like to make a complaint about the residential care you or someone you know is receiving, please use the following steps:

- ▶ Write down your concerns or talk through them with someone you trust
- ▶ Think about what would be a satisfactory outcome or result, and whether it is in the best interests of the resident receiving care
- ▶ Contact your care provider promptly and make them aware of your concern. Provide as much detail as possible to help them understand the problem
- ▶ Consider using an advocate if you feel unable to do this on your own ([www.advocacy.org.nz](http://www.advocacy.org.nz) or Freephone 0800 555 050)
- ▶ Make a time to meet with your care provider
- ▶ If your complaint is complicated or serious, ask to speak to a senior staff member or manager
- ▶ Ask about your care provider's complaints process and how long it will take to resolve
- ▶ Ask for an explanation of what happened and what will be done to stop it happening again
- ▶ When the meeting is over, ask what will happen next
- ▶ Let your care provider know if you'd like a formal apology

If you are not satisfied with your care provider's response, or if you do not receive a reply, you can get in touch with one or more of the following services:

- **National Health and Disability Advocacy Service**  
Freephone: 0800 555 050  
Email: [advocacy@advocacy.org.nz](mailto:advocacy@advocacy.org.nz)
- **Local DHB Portfolio Manager** ([health.govt.nz/residential-care-complaints](http://health.govt.nz/residential-care-complaints))
- **HealthCERT** (Ministry of Health)  
Freephone: 0800 113 813  
Email: [certification@health.govt.nz](mailto:certification@health.govt.nz)
- **Disability Support Services** (Ministry of Health)  
Freephone: 0800 373 664  
Email: [dsscomplaints@health.govt.nz](mailto:dsscomplaints@health.govt.nz)
- **Office of the Health and Disability Commissioner**  
Freephone: 0800 11 22 33  
Website: [www.hdc.org.nz](http://www.hdc.org.nz)

