



## **Complaints Policy**

### **Policy**

Coastal Medical Rooms acknowledges the rights of the patient outlined within the Health & Disability Commissioners Code of Rights. We aim to provide a high quality, professional service for all patients at all times.

Our practice has a complaints procedure in place that ensures that your practice deals with patients' complaints in a manner that is fair, simple and fast. In particular, we must:

- acknowledge patients' complaints in writing within five working days of receipt, unless the patient's complaint has been resolved to his/her satisfaction within that time;
- tell patients about our practice's complaints procedure and the fact that they can make complaints to the Health and Disability Commissioner (if the complaint relates to services) or the Privacy Commissioner (if the complaint relates to a breach of privacy);
- document patients' complaints and the actions that our staff have taken in relation to those complaints;
- advise patients about the progress of their complaints each month;and
- give patients all the information that our practice holds that is or may be relevant to their complaints.

### **Making decisions on complaints**

Within ten working days of acknowledging a patient's complaint in writing, we must:

- decide whether or not we accept that the patient's complaint is justified; or
- if you need more than 20 working days to investigate the complaint, advise the patient that we need more time to make a decision and why we need more time.

After we decide whether to accept a complaint, we must advise the patient of:

- the reasons for our decision;

- any actions that we propose to take;
- any appeal procedure that our practice has in place;and
- the patient's right to complain to the Health and Disability Commissioner or the Privacy Commissioner.