



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

What happens after you make a complaint to the Health and Disability Commissioner?



Easy Read

You have rights



You have rights when you use a health or disability service in New Zealand.

These rights are called the **Code of Health and Disability Services Consumers' Rights**.

In New Zealand, when you use a health or disability service you have rights.


HDC
Health and Disability Commissioner
Te Tuhua Hinauro, Hauāinga

You have:

1. the right to be treated with respect
2. the right to be treated fairly
3. the right to dignity and independence
4. the right to have good care and support that fits your needs
5. the right to be told things in a way you understand
6. the right to be told everything you need to know about your care and support
7. the right to make choices about your care and support
8. the right to have support
9. the right to decide if you want to be part of training, teaching or research
10. the right to make a complaint

If you are not happy with the services and support you receive, you can:

- Talk to the person you are not happy with
- Ask your family member or friend to help you make a complaint
- Call **0800 55 50 50** and ask for a Health and Disability Advocate
- Call **0800 11 22 33** to make a complaint with the Health and Disability Commissioner



Some people also call them the **Code of Rights**.

Sometimes people do not get good health or disability services.



If this happens you can:



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- tell someone you are not happy
- make a complaint to the **Health and Disability Commissioner.**



The **Health and Disability Commissioner** makes sure you:

- get your rights
- are treated in a good way when you use health or disability services.

Who looks after your complaint?



When you make a complaint to the **Health and Disability Commissioner** it will be given to a **Complaints Assessor**.



A **Complaints Assessor** is someone who looks after your complaint.

The **Health and Disability Commissioner** will write and tell you:

- the name of your **Complaints Assessor**
- how to contact your **Complaints Assessor**.





You can contact your **Complaints Assessor** to:

- give your **Complaints Assessor** more information about your complaint



Health & Disability Advocacy
Ngā Kaitautoko

- talk about getting help from an **Advocate** from the **Nationwide Health and Disability Advocacy Service**



- ask questions about your complaint
- get an update.



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Other people who work with the **Health and Disability Commissioner** may also contact you about your complaint, like:

- another Complaints Assessor
- a Complaints Assessment Administrator
- other people from the **Health and Disability Commissioner**.



A Complaints Assessment

Administrator makes sure information about your complaint is looked after and easy to find.

The final decision about your complaint
will be made by:



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- the **Health and Disability Commissioner**

or

- 1 of the **Deputy Commissioners.**

The complaints assessment process



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The **Health and Disability Commissioner** looks at your complaint.

The **Health and Disability Commissioner** will use the **complaints assessment process** to:



- find out more about your complaint
- decide what to do next.

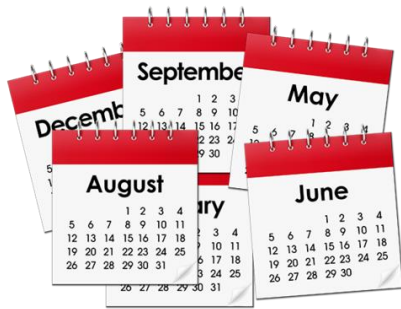


The **Health and Disability Commissioner** makes sure your complaint is something the law says the **Health and Disability Commissioner** is allowed to look into.

In the **complaints assessment process** the **Complaints Assessor** may:



- send a copy of your complaint to the health or disability services provider you are complaining about
- ask for more information from the health or disability services provider you are complaining about
- ask you for more information about your complaint
- ask other people for more information about your complaint
- ask someone who knows a lot about health or disability services some questions about the services you got.



Usually it takes up to **6 months** for the **complaints assessment process** to finish.

Your **Complaints Assessor** will:



- let you know what is happening with your complaint
- contact you every 2 months with an update.



Things that could happen with your complaint



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The **Health and Disability Commissioner** may:



- send your complaint to an **Advocate** from the **Nationwide Health and Disability Advocacy Service** so the **Advocate** can help you



- send your complaint to the health or disability services provider it is about so the provider can:

- try to fix the problem

- say sorry to you.





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The **Health and Disability Commissioner** may also:



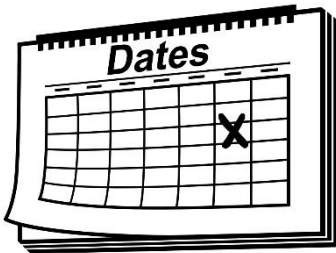
- **investigate** your complaint

see **page 15** to read what **investigate** means



- not do anything further if:

- the health or disability services provider has looked at your complaint and has already sorted it
- it happened a long time ago
- someone else could deal with your complaint better
- there is another reason. The **Health and Disability Commissioner** will write and tell you the reason.





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The **Health and Disability Commissioner** may also:



- tell the health or disability services provider to:

- change the way they do things
- say sorry to you



- tell you about places where you can get help.



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The **Health and Disability Commissioner** may send your complaint to:



- the Ministry of Health
- a registration authority



- the Privacy Commissioner
- a District Inspector
- or someone else.



The **Health and Disability Commissioner** will write and tell you what will be done.

Investigations



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The **Health and Disability Commissioner** may decide to **investigate** your complaint.

This happens with only a small number of complaints.



If the **Health and Disability Commissioner** decides to **investigate** your complaint that means the **Health and Disability Commissioner** will look into whether or not you got your rights.



If your complaint is to be **investigated** the **Health and Disability Commissioner** will give your complaint to an **Investigator**.

An **Investigator** is a person who:



- takes over from your **Complaints Assessor**
- asks more questions about your complaint
- collects even more information about your complaint
- talks to you about your complaint
- talks to the health or disability services provider you complained about.

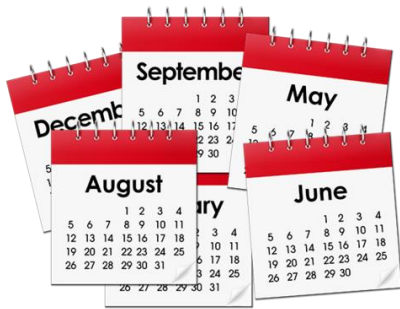


If an **investigator** is looking at your complaint that means it is under **investigation**.



When your **investigation** is finished, the **Health and Disability Commissioner** will tell you what they found out about:

- your complaint
- your rights.



Some **investigations** take around **6 months** to finish.



Some **investigations** take around **18 months** to finish.

Money



Compensation is when you get money for something that has gone wrong.

A **refund** is when you pay for something and then get your money back.



The **Health and Disability Commissioner** cannot help you get **compensation** or a **refund**.



Te Kaporeihana Āwhina Hunga Whara

Sometimes people who get hurt can get money from **ACC**. You should talk to **ACC** if you think you got hurt by a health or disability services provider.

How to contact the Health and Disability Commissioner



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You can contact the **Health and Disability Commissioner:**

- to get more information
- if you are worried.



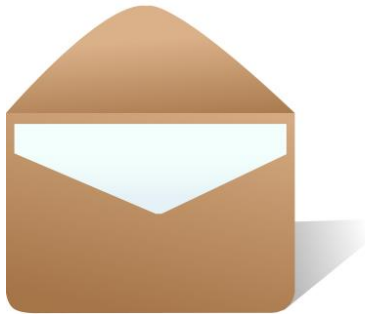
You can call the **Health and Disability Commissioner** on 0800 11 22 33.

It is free to call this number.



You can email the **Health and Disability Commissioner** at:

hdc@hdc.org.nz



You can post a letter to:

Health and Disability Commissioner

PO Box 1791

Auckland 1140



You can fax the **Health and Disability Commissioner** on (09) 373 1061.



The **Health and Disability Commissioner's** website is:

www.hdc.org.nz



**This information has been translated into Easy Read
by People First New Zealand Inc. Ngā Tāngata Tuatahi**

