



HEALTH & DISABILITY COMMISSIONER  
TE TOIHAU HAUORA, HAUĀTANGA



# What happens after you make a complaint?



# What this document is about



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This Easy Read document is from the **Health and Disability Commissioner.**

The Health and Disability Commissioner is also called **HDC.**

HDC looks after the rights of people who use:

- health services
- disability services.



To find more information about your rights there is an Easy Read document called: **Your rights when using health or disability services.**



You can find this Easy Read document on the HDC **website:**

**<https://www.hdc.org.nz/disability/easy-read-resources/>**

# Who looks after your complaint?



When you make a complaint to HDC it will be given to a **Complaints Assessor**.



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



HDC will email or 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
- talk about getting help from an **Advocate** from the **Nationwide Health & Disability Advocacy Service**
- ask questions about your complaint
- get an update.



Other people at HDC may also contact you about your complaint like:

- another Complaints Assessor
- a **Complaints Assessment Administrator**.





**A Complaints Assessment Administrator** makes sure information about your complaint is looked after and easy to find.



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The final decision about your complaint will be made by:

- the Health and Disability Commissioner

**or**

- 1 of the **Deputy Commissioners.**

# The complaints assessment process

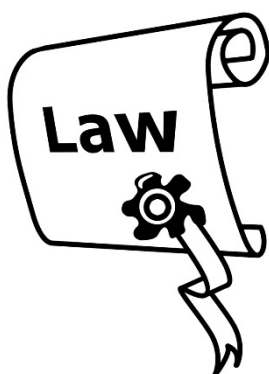
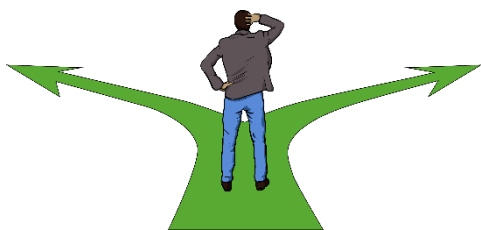


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HDC looks at your complaint.

HDC will use the complaints assessment process to:

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



HDC makes sure your complaint is something the law says HDC is allowed to look into.



In the complaints assessment process the Complaints Assessor may:

- send a copy of your complaint to the provider you are complaining about



A **provider** is a person or organisation that offers health or disability services like:

- doctors
- dentists
- counsellors
- medical centres.



- ask for more information from the 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.



It can take up to a year for the complaints assessment process to finish.



Your **Complaints Assessor** will:

- let you know what is happening with your complaint
- contact you every 10 weeks with an update.





# Things that could happen with your complaint



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HDC may:

- send your complaint to an **Advocate** from the **Nationwide Health & Disability Advocacy Service** so the **Advocate** can help you
- send your complaint to the health or disability service provider it is about so the provider can:
  - try to fix the problem
  - say sorry to you.





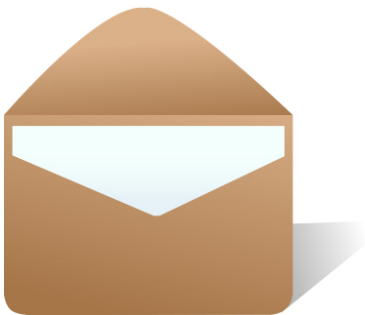
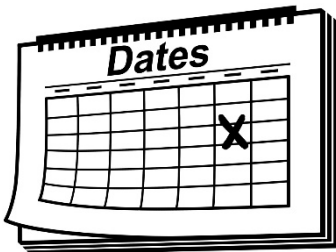
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HDC may also:

- **investigate** your complaint

see **page 12** to read what **investigate** means



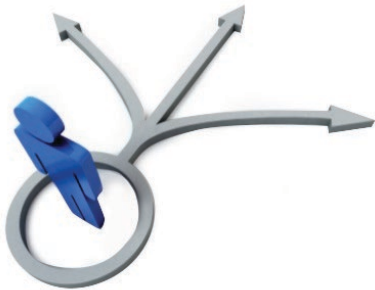
- not do anything further if:
  - the health or disability service provider has looked at your complaint and has already sorted it
  - it happened a long time ago
  - someone else could deal with your complaint better
  - there is another reason. HDC will write and tell you the reason.



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HDC may also:

- tell the health or disability service 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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HDC may send your complaint to:

- the Ministry of Health
- a registration authority
- the Privacy Commissioner
- a District Inspector
- or someone else.



HDC will write and tell you what will be done.

# Investigations



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HDC may decide to **investigate** your complaint.



This happens with only a small number of complaints.



If HDC decides to **investigate** your complaint that means HDC will look into whether or not there was a major issue with your rights.



If your complaint is to be **investigated** HDC 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 service provider you complained about.

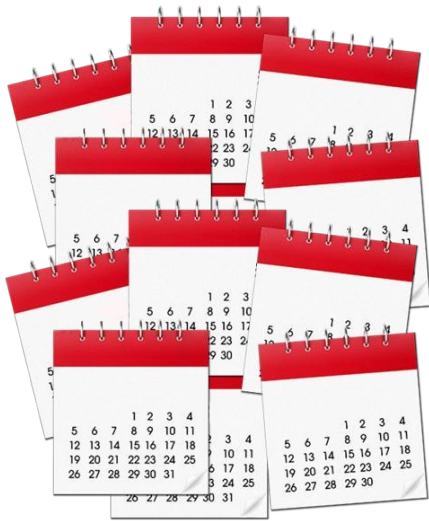


If an **Investigator** is looking at your complaint that means it is under **investigation**.

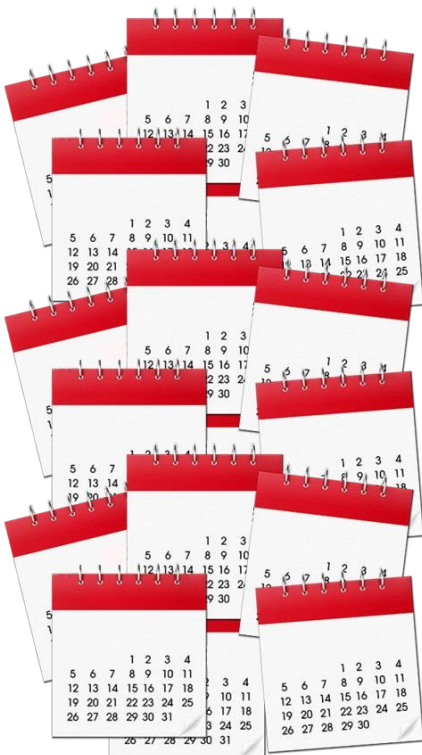


When your **investigation** is finished HDC will tell you what they found out about:

- your complaint
- your rights.



Many **investigations** take around **2 years** to finish.



**Investigations** about many providers and issues will take longer.

# Money



**HDC cannot help you get compensation or a refund.**



**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.



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 service provider.



# How to contact HDC



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You can contact HDC:

- to get more information
- if you are worried.



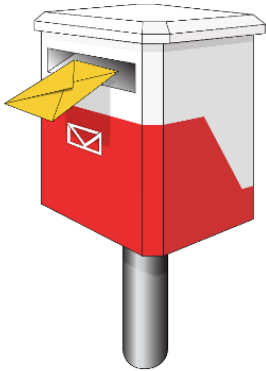
You can call HDC on 0800 11 22 33.

It is free to call this number.



You can email HDC at:

[hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)

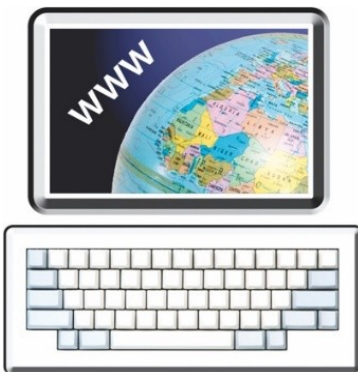


You can post a letter to:

The Health and Disability  
Commissioner

PO Box 1791

Auckland 1140



The HDC **website** is:

**[www.hdc.org.nz](http://www.hdc.org.nz)**



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This information has been written  
by the Health and Disability  
Commissioner.



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service of People First New Zealand  
Ngā Tāngata Tuatahi.



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