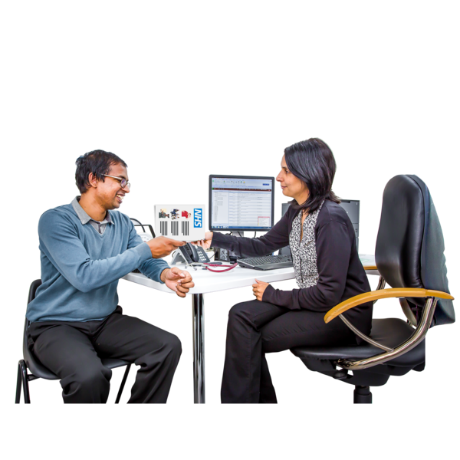


What happens after you make a complaint?



**Your rights when using health or disability services**

This Easy Read document is from the

**What this document is about**

# 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/**](https://www.hdc.org.nz/disability/easy-read-resources/)[**easy-read-resources/**](https://www.hdc.org.nz/disability/easy-read-resources/)

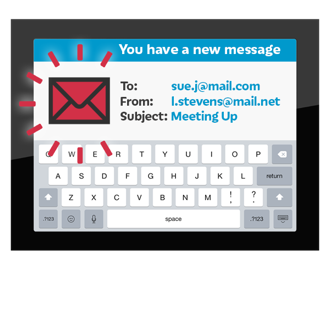
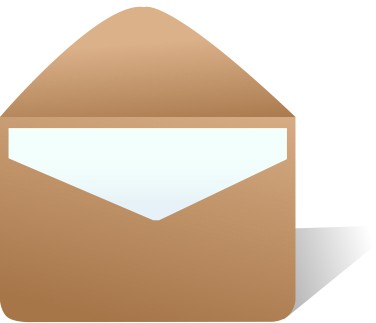
When you make a complaint to HDC it will be given to a **Complaints Assessor**.

**Who looks after your complaint?**



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

HDC will email or write and tell you:



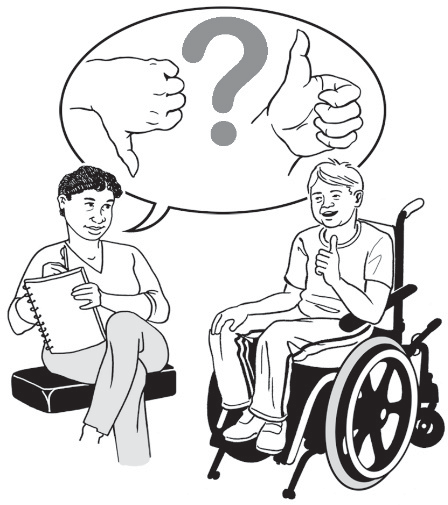
* the name of your

# 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.

The final decision about your complaint will be made by:

* the Health and Disability Commissioner

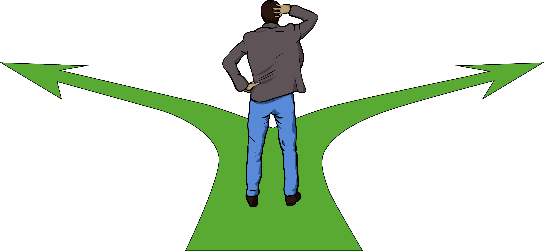
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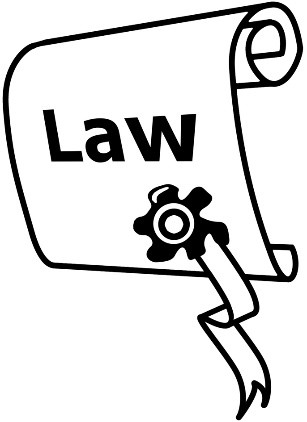
* 1 of the **Deputy Commissioners**.

HDC looks at your complaint.

**The complaints assessment process**

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.

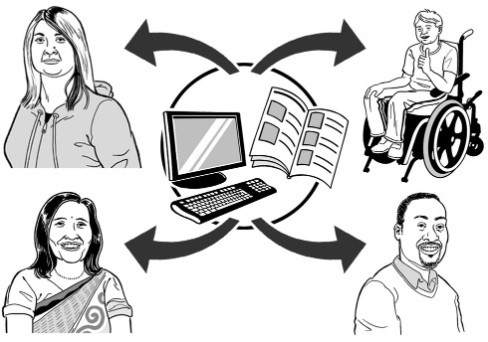
It can take up to a year for the complaints assessment process to finish.

Your **Complaints Assessor** will:

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

HDC may:

**Things that could happen with your complaint**

* 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.



HDC may also:

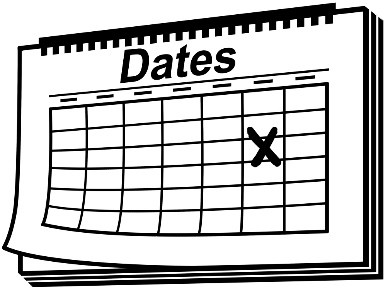
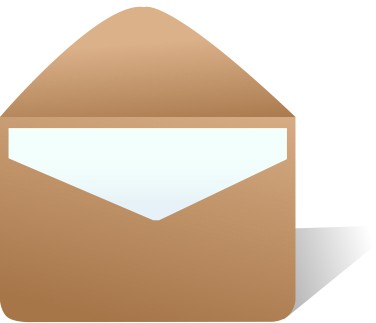
* **investigate** your complaint

see **page 12** to read what

**investigate** means

* not do anything further if:

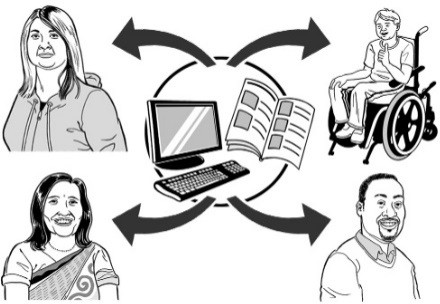
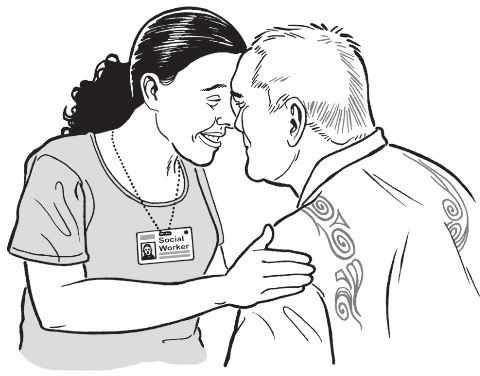


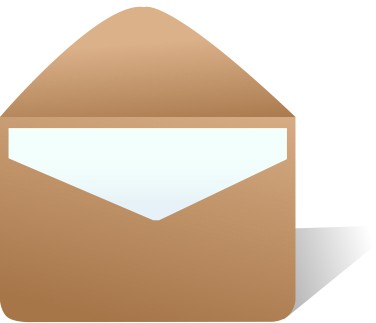
* + the health or disability service provider has looked at your complaint and has already sorted it
  + it happened a long time ago
  + someone else could deal with your complaint better
  + there is another reason. HDC will write and tell you the reason.

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.

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.

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

**Investigations**

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

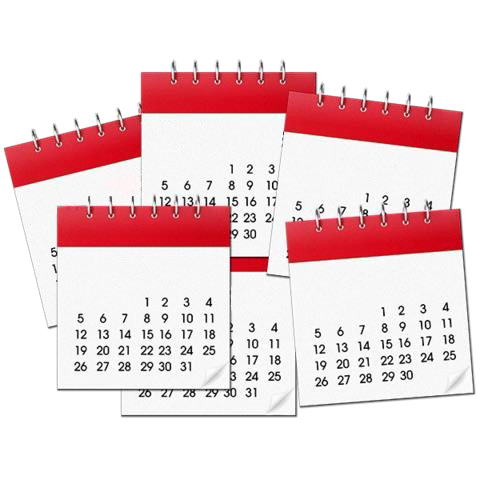
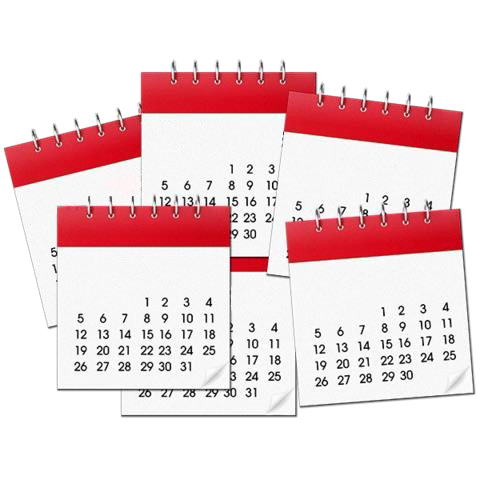
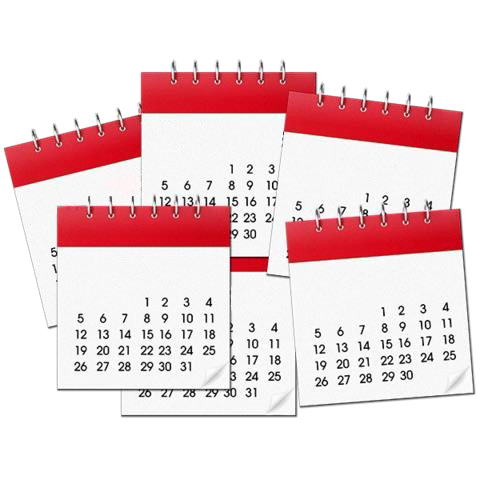
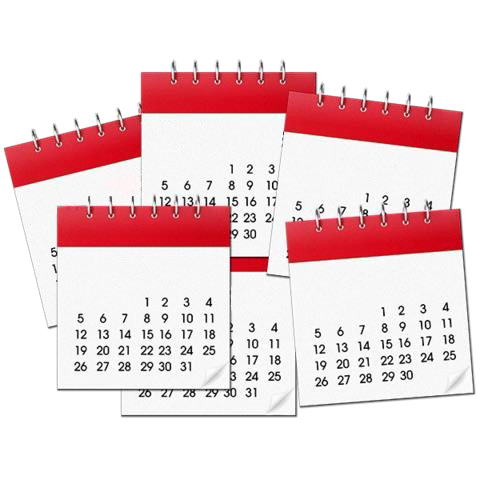
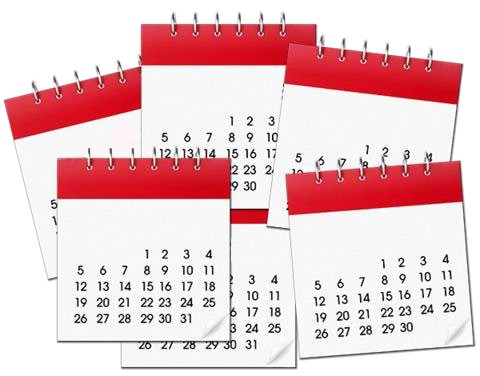
about your complaint

* 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.



**HDC cannot** help you get



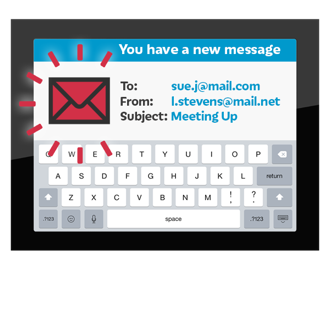
**Money**

**compensation** or a **refund**.

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

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.

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



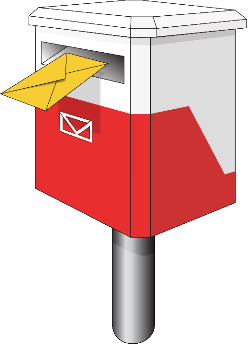
You can contact HDC:

**How to 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.

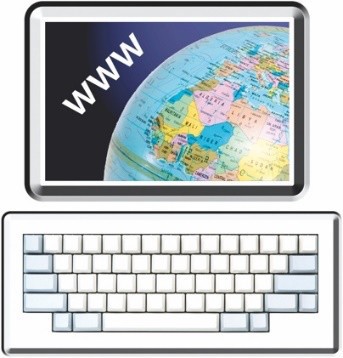
You can email HDC at: [hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)

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/)

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



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.

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