

# How do I make a complaint?

There are a variety of ways that you can let us know about your complaint or concern.

## You can:

- Let a staff member know
- Speak to the nurse in charge
- Speak to our General Manager
- Make a comment using our patient survey
- Write us a letter or email (using our website)

You can ask someone else to bring your concerns or complaints to us on your behalf. This may be a family member, support person or another agency.

You can also contact the Health and Disability Commissioner's office, if you would like a complaint or concern investigated.

If you require an interpreter or any other form of assistance with making your complaint, please contact the General Manager.

# Complaint contact details

## Southern Cross Central Lakes Hospital

Judith Kissell  
General Manager  
7 Twelfth Avenue,  
Lake Hayes,  
Queenstown 9304  
(03) 746 7460

## Health and Disability Services

Health and Disability Commissioner  
Freephone: 0800 11 22 33

## Health and Disability Consumers

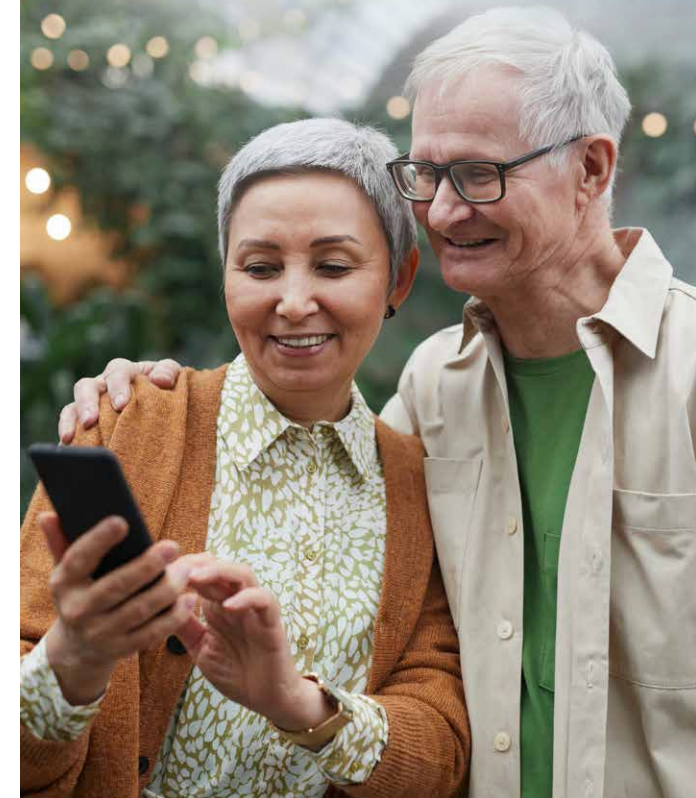
### Advocacy Service:

Kristie-Anne Scott  
(03) 214 0415



# Patient Information

## Complaints & Concerns



**If at any time before, during or after your stay with us you are not satisfied with any aspect of the care and/or services provided by Southern Cross Central Lakes Hospital, we would like to know.**

Complaints provide us with an opportunity to continually improve our services.

We aim to deal with concerns and complaints fairly and promptly. If you make a complaint your treatment will not be affected in any way.

### **Who can complain?**

Anyone can complain either verbally or in writing. Families and support persons can also complain if they have concerns about Southern Cross Central Lakes Hospital's service or care.



## What can I expect after making a complaint?

Where possible, your concerns will be addressed immediately and action taken to improve the situation.

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**If we are unable to give you a quick and satisfactory response to your complaint, we will:**

- Write to you acknowledging your complaint within 5 days
- Investigate your concerns and let you know if this is going to take longer than 10 days
- If additional time is needed, and is more than 20 days, we will let you know
- Give you a monthly update of progress until the situation is resolved

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**After the investigation, a decision will be made as to whether or not your complaint has been accepted as justified. You will be notified of this decision in writing and will be given the following information:**

- The outcome of our investigation
- Any action we are planning to take
- Information on what to do if you are unhappy with the decision or outcome

## What if I am not happy with the outcome?

We aim to investigate complaints quickly and fairly, ensuring that the rights of all those involved are respected.

If you are not happy with the outcome of a complaint investigation, or you feel that your rights have been breached, please contact the General Manager to discuss your concerns further.

If, after further discussion, you remain dissatisfied, you can contact the Health and Disability Commissioner to request an independent investigation.

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**Please also refer to the Health and Disability Commissioner pamphlets on:**

- Consumer Rights
- Advocacy Services

*These pamphlets are on display throughout the hospital.*