

## We Welcome Your Feedback

We always strive to provide the very best health care and advice to our whanau and community. If things didn't go the way you wanted with our service, we want to know about it.

Even though we may not be able to turn back the clock, there may be something we can do to help put it right. We are committed to looking for ways to make your experience better next time.

Talk to us, we'd like to know. You can speak to us directly or use the online form.

### What we will do

When we have received your feedback, we will:

- Confirm within 5 working days that we've received it (unless it's resolved)
- Keep you updated on what happened and what we did within an additional 10 working days
- Keep you updated every 4 weeks if it's a bigger issue (20+ days)
- Treat your feedback seriously
- Protect your privacy

### Important to know

1. You can ask for help and advice from **The NZ Advocacy service**. The Nationwide Health and Disability Advocacy Service is a free service that operates independently from all health and disability service providers and agencies.
2. Anyone can complain to **Health and Disability Commission** (HDC) about our service. This includes the person who received the care, a family member or friend of the person who received the care, or a health or disability service provider or concerned person.
3. If you feel your privacy has been breached involving your own or other people's personal information, you can complain to the **Privacy Commission**.

