



Patient Complaints Policy

At Queenstown Medical Centre, we are committed to providing high-quality care and services to our patients. We value your feedback and take all complaints seriously. Our goal is to address any concerns promptly and fairly to improve our services continually.

How to Make a Complaint

Any person has the right to complain about a health service under Right 10 of the Code of Health and Disability Services Consumers' Rights 1996 (the Code). This includes patients, family/whānau, staff, or another health provider. Complaints can be made verbally, in writing, or through our online complaints form available on our website.

Complaints Officer

Our Complaints Officer is the Patient and Support Services Manager. They are responsible for managing the complaints process and ensuring that all complaints are investigated thoroughly and impartially.

Acknowledgement and Response

- **Acknowledgement:** We will acknowledge receipt of your complaint within 5 working days.
- **Investigation:** The timeframe to investigate and formally respond to your complaint may vary depending on the complexity of the issue, though we will aim to investigate within 10 working days and resolve the complaint as quickly as possible. We will keep you informed of the progress of your complaint.

Your Rights

Under the Code, you have the right to make a complaint without it affecting your current or future care. We respond to complaints openly and transparently and align with timeframes stipulated by the Code. You can find more information about your rights on the Health and Disability Commissioner website.

Complaints Forms

[Complaints forms are available on our website.](#) You can also request a form from our reception.

Confidentiality

All complaints will be treated with the utmost confidentiality. Information related to your complaint will only be shared with those involved in the investigation and resolution process.