



# Complaints Process

## 1. Introduction

We always aim to provide a high standard of care for all our clients. Your views are important to us and help to ensure our services are consistently meeting your needs. If you are unhappy with any of our services, it is important that you let us know.

If you feel the standard of care you have received from your clinician has been inadequate, please advise our Clinic Manager directly by email to [clinicians@fillanhealthcare.co.nz](mailto:clinicians@fillanhealthcare.co.nz).

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. Your complaint will be handled confidentially and with respect.

## 2. Making a Suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services may make a suggestion. If you have a suggestion, please contact our Clinic Manager by email on [clinicians@fillanhealthcare.co.nz](mailto:clinicians@fillanhealthcare.co.nz).

## 3. Who Can Complain

Anyone affected by the way Fillan Healthcare provides services can make a complaint. A representative may complain for the affected person if they:

- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf.

## 4. Anonymous Complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.



## **5. Responsibility**

Our Clinic Manager has overall responsibility for dealing with all complaints made about our clinicians. We will provide as far as is reasonably practical any help you need to understand the complaints procedure. Our Clinic Manager may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

## **6. How We Handle Complaints**

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will contact you with the outcome including:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

## **7. Time limits**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain too late, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

## **8. Further steps**

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint back to the Clinic Manager and ask for it to be reviewed.