

**If your complaint is about the services or care of your Specialist or Anaesthetist then the complaint is lodged with him or her in the same way as described above.**

It is important for you and your whanau/ friends to note that the specialists practice independently and are neither employees nor agents of Acurity Health Group Ltd.

We are not responsible for the conduct of the Specialists. They are an independent practitioner and are responsible to their professional associations and the Medical Council.

The Health and Disability Commissioner provides a free advocacy service.

Advocates are based in 26 offices, stretching from Kaitaia to Invercargill, with five in the South Island.

All advocates can be contacted through a local telephone number in your phone book or on:

- free-phone **0800 555 050**
- free-fax **0800 2787 7678**
- emailing **[advocacy@hdc.org.nz](mailto:advocacy@hdc.org.nz)**

---

Wakefield Hospital  
Private Bag 7909  
Wellington South 6242

Ph 04 3818100  
Fax 04 3818102  
[www.wakefield.co.nz](http://www.wakefield.co.nz)

C.Fm.46a

Jan 05 Reviewed Sept 09, Sept  
11, Aug 2012



## A Patient's Guide to the Complaints Process

---



A division of:  
**Acurity**  
Health Group Limited

# *Patient Information*

---

As a patient of this hospital, you have rights to:

- Dignity and independence
- Appropriate standards of service
- Respect
- Information
- Effective communication
- Informed choice and consent
- Support
- Fair treatment
- Rights in respect of teaching and research
- Complain

## **If you want to make a complaint about something that happened to you while at this hospital:**

- You can do it yourself.
- Your family/whanau or friends can do it for you.
- An independent advocate can do it on your behalf.

## **You can make the complaint by:** Speaking to any of the following people:

- Your nurse.
- Your Specialist.
- The Hospital Chaplain.
- The Ward Nurse Manager on duty -  
Inform your nurse if you wish to speak to the Manager on duty.

Filling in a complaint form yourself.

- This can be provided by your nurse on request.

Complaints can also be written and addressed directly to:

The Complaints Officer  
Wakefield Hospital  
Private Bag 7909  
Wellington South 6242  
New Zealand

## **When the complaint has been received**

- We will acknowledge it in writing within 5 working days.
- We will begin an investigation.
- We will try to complete it within 10 working days after we have acknowledged receipt of complaint.
- If it takes longer, we will keep you informed of progress.

## **The investigation will be done by a senior member of our staff and will include:**

- Looking at all the medical notes.
- Checking the accuracy of all the information provided.
- Talking with everyone concerned, including yourself.
- Making every attempt to resolve the issue.
- Respecting your privacy.
- Maintaining open disclosure.
- Ongoing communication during the complaints process.