Te Whatu Ora Southern is committed to providing quality health care services to the community that we serve.

E ngā mana, e ngā reo, e ngā kārangatanga o te wa, koia nei te mihi mahana ki a tātou katoa.

- It is OK to complain. Please be assured that making a complaint will not affect the care that you receive now, or in the future.
  - While complaints can certainly be made by a third party (relative, friend or whānau) on another's behalf, we may require that person's consent to investigate and respond to you (the patient can sign this form).
  - You can contact the National Health & Disability Advocacy Service for free independent advice and support on 0800 555 050
- Complaints are investigated thoroughly and managed in accordance with the Code of Health Consumer's Rights.
  - All complaints are treated confidentially, and will be discussed only with the people directly involved.
- Compliments are appreciated and always passed on to the appropriate staff and their managers.
- Suggestions provide opportunities for improving our care for future patients.

		Complaint	_ Suggestion _
lease tell us the details: What ha			
occurred; how this made you fe	ei; ana what you	would like to ha	ppen.
Please atta	ch extra pages o	as necessary	
Your Name:	7	Гelephone:	
Address:		•	
Email:		Date of visit:	
Name of Service/Ward:		ocation:	
Signature of person giving con	sent:	(If ov	ver 16 years of age)



Talk to us

FreePost Authority Number 332

Te Whatu Ora

Te Whatu Ora
Health New Zealand
Southern

Private Bag 1921 Dunedin 9054

Consumer Experience

Feedback Team

Te Whatu Ora Southern



You can make a compliment, complaint or suggestion by:

- Talking to any member of staff
- (03) 470 9659
- feedback@southerndhb.govt.nz
- www.southernhealth.nz/feedback
- Filling out this freepost form.

Kōrero Mai **Feedback** 

