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)



Te Whatu Ora

Health New Zealand
Southern

Te Whatu Ora Southern

Consumer Experience –

FreePost Authority Number 332

Contact Us:

You can make a compliment, complaint or suggestion by:

- · Talking to any member of staff
- (03) 214 5738
- feedback@southerndhb.govt.nz
- www.southernhealth.nz/feedback
- Filling out this freepost form.







Te Whatu Ora Southern Consumer Experience – Feedback Team PO Box 828 Invercargill 9840