

HOW TO MAKE A COMPLAINT

We are committed to providing safe, respectful, and high-quality care. We welcome feedback and take every complaint seriously. If you are unhappy with any aspect of your care, service, communication, privacy, or experience with CML, **you have the right to make a complaint.**

This process reflects Right 10 of the Code of Health and Disability Services Consumers' Rights, which gives consumers the right to complain and requires providers to have a fair, simple, speedy, and efficient complaints process.

How to Get in Touch

You can make a complaint in any of the following ways:

- In Person
- By Phone
- By Email
- In Writing
- Online Form

You may make the complaint yourself, or someone may make it on your behalf with your consent or authority. You can also have a support person, whānau member, friend, advocate, or representative assist you.

Where a complaint is made on behalf of another person, CML may need to confirm authority or consent before sharing personal health information.

A complaint does not need to be in writing. Verbal complaints will be recorded by CML staff and managed through this process.

What to Include

Please include as much of the following as you can. **You do not need to use formal language** — a complaint can be made in your own words.

- Your name and contact details
- The patient's name, if you are complaining on behalf of someone else
- The practice or service involved
- What happened
- When it happened
- Who was involved, if known
- What outcome or response you are seeking

What Happens Next

1	Within 5 working days	We will acknowledge receipt of your complaint in writing within 5 working days.
2	Ongoing review	We review your concerns, speak with relevant staff, and examine records or processes as appropriate. We will keep you updated if more time is needed.

3	Within 10 working days of acknowledgement	We will either provide a written response outlining the outcome, any actions taken, and next steps, or advise why more time is needed and when you can expect a further update.
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Some complaints may take longer to review, especially where they involve clinical care, privacy, several people, or complex events.

Privacy Complaints

If your complaint involves privacy, confidentiality, access to health information, correction of information, unauthorised access, disclosure, or suspected misuse of information, it will also be managed under CML's Privacy Policy and privacy breach management process.

Privacy matters may be referred to CML's Privacy Officer. Where a privacy breach has caused, or is likely to cause, serious harm, CML will assess and manage any notification obligations under the Privacy Act 2020 and Health Information Privacy Code 2020.

Your Right to Support

You may seek free, independent support from the Nationwide Health and Disability Advocacy Service. An advocate can help you understand your rights, make a complaint, or work through the process.

Nationwide Health and Disability Advocacy Service

Phone: 0800 555 050 | **Email:** advocacy@hdc.org.nz

Website: www.advocacy.org.nz

If you are not Satisfied

If you are not satisfied with CML's response, or you prefer to raise your complaint externally, you may contact:

Health and Disability Commissioner

- **Phone:** 0800 11 22 33
- hdc@hdc.org.nz
- www.hdc.org.nz/making-a-complaint

Office of the Privacy Commissioner

For privacy complaints you prefer to raise externally.

www.privacy.org.nz

Our commitments to you

Confidentiality

Your complaint is managed respectfully and confidentially. Information is only shared with people who need it to review and resolve the matter or where required by law.

No disadvantage

You will not be disadvantaged or treated less favourably because you have made a complaint or raised a concern in good faith.

Complaint Process Overview

How to make a complaint



If you are unhappy with any aspect of your care, service, or experience with CML, you have the right to make a complaint. We take every complaint seriously.

HOW TO CONTACT US

In person

By phone

By email

In writing

Online Form

You can complain yourself, or someone can do so on your behalf. You may bring a support person or advocate.

WHAT TO INCLUDE

No formal language needed - use your own words.

- Your name and contact details
- Patient's name (if on someone's behalf)
- The practice or service involved
- What happened, and when
- Who was involved, if known
- What outcome you are seeking

PRIVACY COMPLAINTS

Complaints about privacy, confidentiality, or access to health information will be managed under CML's privacy process and referred to the Privacy Officer if needed.

OUR COMMITMENTS TO YOU

Confidentiality
Managed respectfully
and in confidence.

No disadvantage
You will not be treated
less favourably.

WHAT HAPPENS NEXT

1

We acknowledge your complaint

Within 5 working days

Written acknowledgment of receipt

2

We review your concerns

Speak with relevant staff, review records and processes. We'll update you if more time is needed.

3

We provide a written response

Within 10 working days

Outcome, actions taken, and next steps - or we let you know if more time is needed.

Complex complaints may take longer to resolve.

SUPPORT & ESCALATION

Free independent support
Nationwide Health & Disability Advocacy Service
0800 555 050 | advocacy@hdc.org.nz
www.advocacy.org.nz

Health & Disability
Commissioner
0800 11 22 33
www.hdc.org.nz

Office of the Privacy
Commissioner
Privacy complaints
www.privacy.org.nz

Not satisfied with our response?

You may raise your complaint directly with the Health and Disability Commissioner at any time.

Your rights

You have the right to support from a free, independent advocate at any point in this process.

Your complaint will be handed respectfully and confidentially. You will not be treated less favourably for making a complaint in good faith.