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**What happens after you make a complaint to the Health and Disability Commissioner?**

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**Easy Read**

**You have rights**



You have rights when you use a health or disability service in New Zealand.

These rights are called the **Code of Health and Disability Services Consumers’ Rights**.

Some people also call them the **Code of Rights**.



Sometimes people do not get good health or disability services.

If this happens you can:

* C:\Users\Prue\AppData\Local\Microsoft\Windows\INetCacheContent.Word\hdc logo.tiftell someone you are not happy
* make a complaint to the **Health and Disability Commissioner**.

The **Health and Disability Commissioner** makes sure you:

* get your rights
* are treated in a good way when you use health or disability services.

**Who looks after your complaint?**

When you make a complaint to the **Health and** **Disability Commissioner** it will be given to a **Complaints Assessor**.

A **Complaints Assessor** is someone who looks after your complaint.

The **Health and Disability Commissioner** will write and tell you:

* the name of your **Complaints Assessor**
* how to contact your **Complaints Assessor**.



You can contact your **Complaints Assessor** to:

* give your **Complaints Assessor** more information about your complaint
* ****talk about getting help from an **Advocate** from the **Nationwide Health and Disability Advocacy Service**
* ask questions about your complaint
* get an update.

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* another Complaints Assessor



* a Complaints Assessment Administrator
* other people from the **Health and Disability Commissioner**.

A **Complaints Assessment Administrator** makes sure information about yourcomplaint is looked after and easy to find.

The final decision about your complaint will be made by:

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* the **Health and Disability Commissioner**

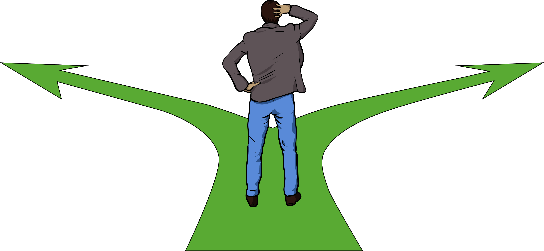
**or**

* 1 of the **Deputy Commissioners**.

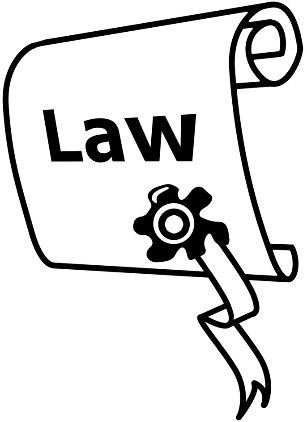
**The complaints assessment process**

C:\Users\Prue\AppData\Local\Microsoft\Windows\INetCacheContent.Word\hdc logo.tifThe **Health and Disability Commissioner** looks at your complaint.

The **Health and Disability Commissioner** will use the **complaints assessment process** to:

* find out more about your complaint

* decide what to do next.



The **Health and Disability Commissioner** makes sure your complaint is something the law says the **Health and Disability Commissioner** is allowed to look into.

  
In the **complaints assessment process** the **Complaints Assessor** may:

* send a copy of your complaint to the health or disability services provider you are complaining about
* ask for more information from the health or disability services provider you are complaining about

* ask you for more information about your complaint

* ask other people for more information about your complaint

* ask someone who knows a lot about health or disability services some questions about the services you got.



Usually it takes up to **6 months** for the **complaints assessment process** to finish.

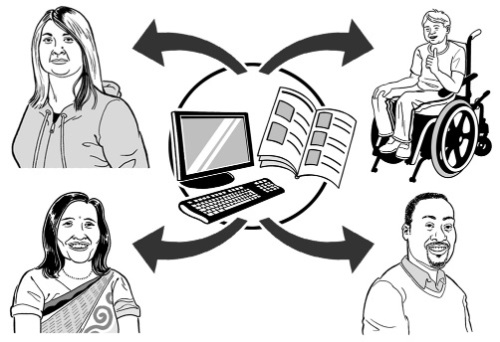
Your **Complaints Assessor** will:

* let you know what is happening with your complaint
* contact you every 2 months with an update.

**Things that could happen with your complaint**

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The **Health and Disability Commissioner** may:

* ****send your complaint to an **Advocate** from the **Nationwide Health and Disability Advocacy Service** so the **Advocate** can help you
* send your complaint to the health or disability services provider it is about so the provider can:
  + try to fix the problem



* + say sorry to you.

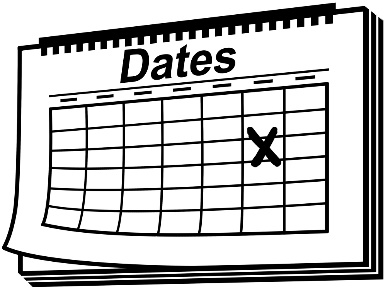
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The **Health and Disability Commissioner** may also:

* **investigate** your complaint

see **page 15** to read what **investigate** means

* not do anything further if:
  + the health or disability services provider has looked at your complaint and has already sorted it



* + it happened a long time ago
  + someone else could deal with your complaint better



* + there is another reason. The **Health and Disability Commissioner** will write and tell you the reason.

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The **Health and Disability Commissioner** may also:

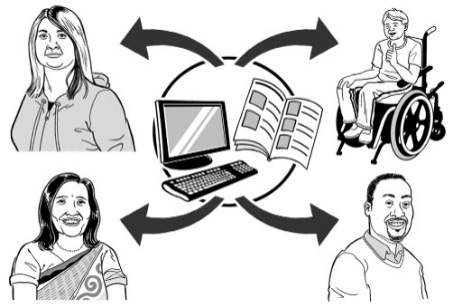
* tell the health or disability services provider to:
  + change the way they do things
  + say sorry to you



* tell you about places where you can get help.

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The **Health and Disability Commissioner** may send your complaint to:

* the Ministry of Health
* a registration authority
* the Privacy Commissioner
* a District Inspector
* or someone else.



The **Health and Disability Commissioner** will write and tell you what will be done.

**Investigations**

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The **Health and Disability Commissioner** may decide to **investigate** your complaint.

This happens with only a small number of complaints.



If the **Health and Disability Commissioner** decides to **investigate** your complaint that means the **Health and Disability Commissioner** will look into whether or not you got your rights.





If your complaint is to be **investigated** the **Health and Disability Commissioner** will give your complaint to an **Investigator**.

An **Investigator** is a person who:

* takes over from your **Complaints Assessor**
* asks more questions about your complaint
* collects even more information about your complaint
* talks to you about your complaint
* talks to the health or disability services provider you complained about.



If an **investigator** is looking at your complaint that means it is under **investigation**.

When your **investigation** is finished, the **Health and Disability Commissioner** will tell you what they found out about:

* your complaint
* your rights.

Some **investigations** take around **6 months** to finish.



Some **investigations** take around **18 months** to finish.



**Money**

**Compensation** is when you get money for something that has gone wrong.

A **refund** is when you pay for something and then get your money back.



The **Health and Disability Commissioner** **cannot** help you get **compensation** or a **refund**.



Sometimes people who get hurt can get money from **ACC**. You should talk to **ACC** if you think you got hurt by a health or disability services provider.

**How to contact the Health and Disability Commissioner**

C:\Users\Prue\AppData\Local\Microsoft\Windows\INetCacheContent.Word\hdc logo.tifYou can contact the **Health and Disability Commissioner:**

* to get more information
* if you are worried.

You can call the **Health and Disability Commissioner** on 0800 11 22 33.

It is free to call this number.



You can email the **Health and Disability Commissioner** at:

hdc@hdc.org.nz



You can post a letter to:Health and Disability Commissioner  
PO Box 1791  
Auckland 1140



You can fax the **Health and Disability Commissioner** on (09)373 1061.



The **Health and Disability Commissioner’s** website is:

www.hdc.org.nz

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**This information has been translated into Easy Read   
by People First New Zealand Inc. Ngā Tāngata Tuatahi**