



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

What happens when the Health and Disability Commissioner investigates your complaint?



Easy
Read

Your investigation

If you want to talk about your investigation, contact your investigator.



The name of your investigator is:



You can call your investigator on this number:



You can send your investigator an email at this address:

You have rights



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

In New Zealand, when you use a health or disability service you have rights.

HDC
Health and Disability Commissioner
Te Kaitiaki Take Kōwhiri

You have:

1. the right to be treated with respect
2. the right to be treated fairly
3. the right to dignity and independence
4. the right to have good care and support that fits your needs
5. the right to be told things in a way you understand
6. the right to be told everything you need to know about your care and support
7. the right to make choices about your care and support
8. the right to have support
9. the right to decide if you want to be part of training, teaching or research
10. the right to make a complaint

If you are not happy with the services and support you receive, you can:

- Talk to the person you are not happy with
- Ask your family member or friend to help you make a complaint
- Call **0800 85 95 95** and see for a Health and Disability Advocate
- Call **0800 5 22 33** to make a complaint with the Health and Disability Commissioner



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:

- tell someone you are not happy
- make a complaint to the **Health and Disability Commissioner**.



In this booklet the Health and Disability Commissioner is sometimes called the **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.



What is in this booklet?



In this booklet you can find out about:



1. the Health and Disability Commissioner



2. how an investigation works



3. how to contact the Health and Disability Commissioner.

Investigations



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



This happens only with a small number of complaints.



If the **Health and Disability Commissioner** decides to **investigate** your complaint, that means he 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** to work on.



An investigator is a person who:



- works for the Health and Disability Commissioner
- takes over from your **Complaints Assessor**
- talks to you about your complaint
- collects more information about your complaint.





If an **investigator** is working on your complaint, this means that it is **being investigated**.

The investigator will be **impartial**.



This means that the investigator will treat you and the health or disability service providers the same.

A **health or disability service provider** can also be called a **service**.



The investigator is not on:

- your side
- the side of the service.

The process — what needs to happen?



The investigator will get in contact with the service your complaint is about.



The investigator will let the service know about:

- your complaint
- the investigation.



The investigator may ask your service some questions.



The investigator will ask your service what it thinks about your complaint.



During the investigation, the investigator may also ask for more information from:

- you or your **advocate**
- your service
- other people.



The investigator may also talk to other people who were there when the thing you are complaining about happened.



These people are known as **witnesses**.



The investigator may also talk to people who know a lot about the service you were using.



These people are known as **experts**.

Fixing your complaint



The Health and Disability Commissioner may try other ways to fix your complaint.



The Health and Disability Commissioner may send your complaint to:



- the Advocacy service

or

- formal mediation.





Formal mediation means bringing you and your service together to:

- talk about the complaint
- work out how to fix the problem.



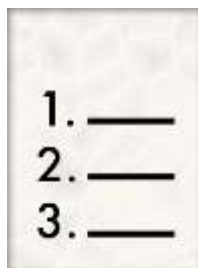
If you want to try this way of fixing your complaint, ask your investigator to make it happen.

What happens next?



When your investigation is finished, the Health and Disability Commissioner will send a **draft report** to:

- you
- the service you made a complaint about.



A **draft report**:

- means a report that is not finished
- tells you about the information that has been collected during the investigation.



You will have a chance to:

- read the draft report
- say what you think about the draft report
- give the investigator more information.



The Commissioner will listen to what **you** say.



The Commissioner will also listen to what your service says.



The Commissioner may then make changes to the draft report.

The Commissioner will then make a **final report** on your complaint.



A **final report** means a report that is finished.

This report will be sent to:



- you
- the service you made the complaint about.



The final report will tell you about:

- your complaint
- the investigation
- all the information that has been collected during the investigation
- whether you got your rights
- any **action** your service should take.



An **action** is something that needs to be done.

The Health and Disability Commissioner may want your service to take some actions.



These actions could be things like:

- saying sorry to you
- changing how it does things.



The report may also be sent to:

- the Ministry of Health
- registration authorities
- a District Inspector
- somebody else.





The Health and Disability
Commissioner will let you know where
the report will be sent.

Director of Proceedings



Sometimes, your investigation may also be sent to someone called the **Director of Proceedings**.

This does not happen very often.

It happens if you:



- did not get your rights
- were treated in a very bad way.



If this happens, you will be given information about what:

- this means
- you need to do
- could happen.

Questions

How long will the investigation take?



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



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



This is because it may take a while to get information.

Your investigator will contact you every 2 months.



Your investigator will update you on how the investigation is going.



Will an investigation mean I get some money?



The Health and Disability

Commissioner **cannot** tell a service to give you:

- **compensation**
- **a refund.**



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.



**What if I am not happy with the
Health and Disability
Commissioner's decision?**



You cannot change the final decision made by the Commissioner.



You can contact **The Office of the Ombudsman.**



An Ombudsman can look at the way the investigation was done.



An Ombudsman will check that it was done in a fair and legal way.

You can get in touch with **The Office of the Ombudsman** by:



- **Phone:** 0800 802 602

It is free to call this number.



- **Fax:** 04 471 2254



- **Email:**
info@ombudsman.parliament.nz



- **Posting a letter:**

The Office of the Ombudsman
P.O. Box 10152
Wellington 6143



- **Website:**
www.ombudsman.parliament.nz

How to contact the Health and Disability Commissioner



If you want to talk about your investigation, contact your investigator.



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

Contact the Health and Disability Commissioner if you:



- would like to learn more about your rights



- are worried you have not been treated in a good way by a service.



To contact the Health and Disability Commissioner, please:

phone us on:

(09) 373 1060

or

0800 11 22 33 — it is free to call this number



or write to us at:



The Health and Disability
Commissioner
P.O. Box 1791
Auckland



or look at our website:

www.hdc.org.nz



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

