



HEALTH & DISABILITY COMMISSIONER  
TE TOIHAU HAUORA, HAUĀTANGA



# What happens when your complaint is investigated?



# What this document is about



This Easy Read document is from the **Health and Disability Commissioner**.



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The Health and Disability Commissioner is also called **HDC**.

HDC looks after the rights of people who use:



- health services
- disability services.



To find more information about your rights there is an Easy Read document called:

**Your rights when using health or disability services.**



You can find this Easy Read document on the HDC website:

<https://www.hdc.org.nz/disability/easy-read-resources/>



In this document you can find out about:



1. how an investigation works



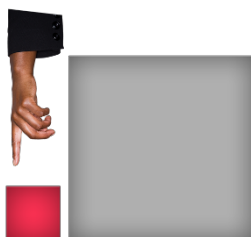
2. how to contact the Health and Disability Commissioner.

# Investigations



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HDC may decide to **investigate** your complaint.



This happens only with a small number of complaints.



If **HDC** decides to **investigate** your complaint, that means HDC will look into whether or not you got your rights.



If your complaint is to be **investigated**, HDC will give your complaint to an **Investigator** to work on.



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An Investigator is a person who:

- works for **HDC**
- takes over from your Complaints Assessor
- talks to you about your complaint
- collects even 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**.



**Impartial** 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**.



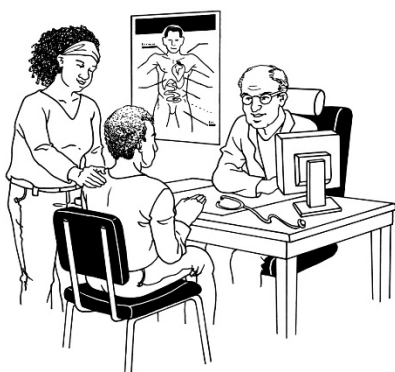
The Investigator is not on:

- your side
- the side of the service.

## The process — what needs to happen



The Investigator will contact the service you have complained about.



The Investigator will let the service know about:

- your complaint
- the investigation.



The Investigator may ask the service some questions.



The Investigator will ask the service what it thinks about your complaint.

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



- you or your **advocate**
- the service you complained about
- 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 **Clinical Advisors**.

# Your Investigator

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

Please fill out this page so you can contact us.



The name of your Investigator is:

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You can call your Investigator on this number:

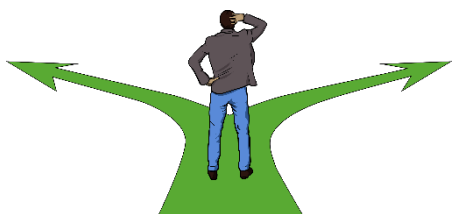
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You can send your Investigator an email at this address:

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# Fixing your complaint



HDC may try other ways to fix your complaint.



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HDC may send your complaint to:



- the Nationwide Health & Disability 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.



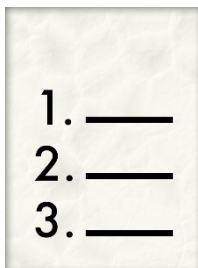
If you want to try this way of fixing your complaint, ask your Investigator to make it happen.

# What happens next?



When your investigation is finished, HDC 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.



HDC will listen to what you say.



HDC will also listen to what your service says.



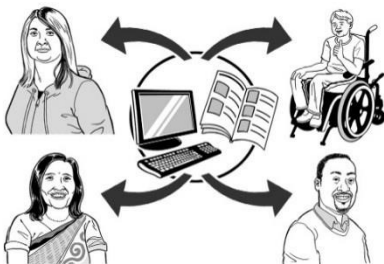
HDC may then make changes to the draft report.

HDC will then make a **final report** on your complaint.



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

This report will be sent to:

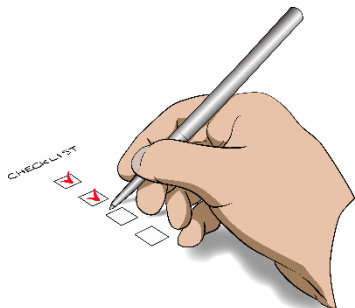


- you
- the service you made the complaint about.



The final report will tell you about:

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



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





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HDC may want your service to take some actions.



These actions could be things like:

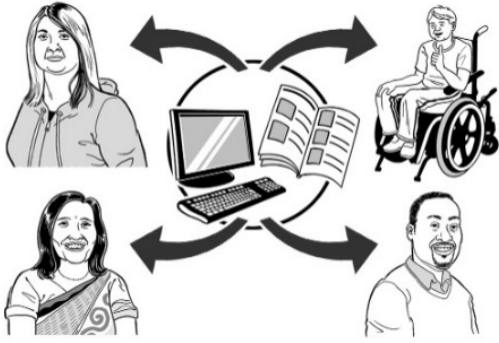


- saying sorry to you
- changing how it does things.



The report may also be sent to:

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



HDC will let you know where the report will be sent.

# Director of Proceedings



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

This does not happen very often.

It happens if you:



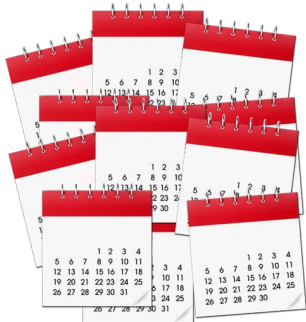
- did not get your rights
- were treated in a very bad way.

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



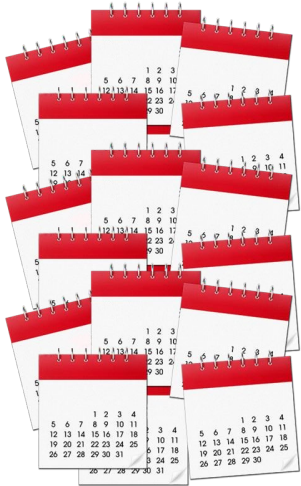
- this means
- you need to do
- could happen.

# Questions



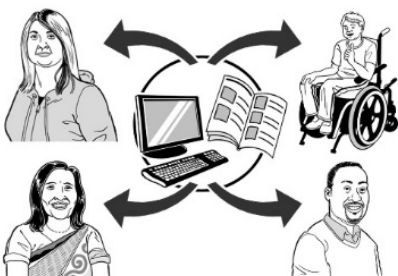
**How long will the investigation take?**

Some investigations take around **2 years** to finish.



Some investigations take around **3 years** to finish.

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



Your Investigator will contact you every 10 weeks.

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





**Will an investigation mean  
I get some money?**



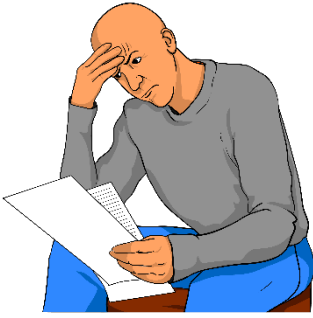
HDC **cannot** tell a service to  
give you:

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

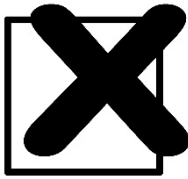


**Compensation** is  
when you get money  
for something that has gone wrong.

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



**What if I am not happy with the HDC decision?**



You cannot change the final decision made by HDC.

**Ombudsman**  
Tuia kia ōrite • Fairness for all

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:



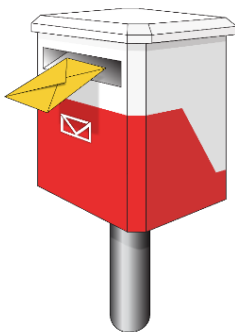
- **Phone:** 0800 802 602



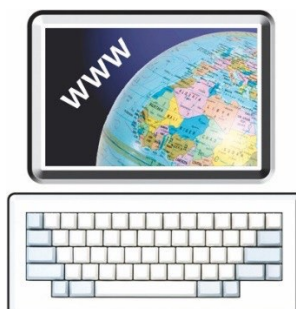
You do not need to pay any money  
to phone this number.



- **Email:**  
[info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz)



- **Posting a letter:**  
The Office of the Ombudsman  
PO Box 10152  
Wellington 6143



- **Website:**  
[www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)

# How to contact HDC



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



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Contact HDC if you:



- would like to learn more about your rights



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





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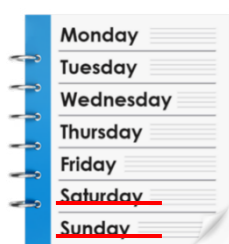
To contact HDC you can  
phone us on:



**0800 11 22 33**

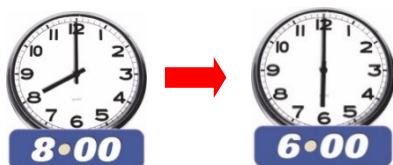


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money to phone this number.

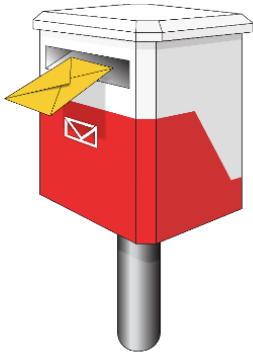


This number is open:

- Monday to Friday
- 8 o'clock in the morning  
to 6 o'clock in the  
evening.



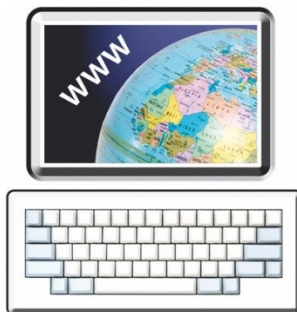
**You could also write to us at:**



The Health and Disability  
Commissioner

PO Box 1791

Auckland



or look at our **website:**

**[www.hdc.org.nz](http://www.hdc.org.nz)**



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This information has been written by the Health and Disability Commissioner.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



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