

Compliment or Comment

Your feedback is important to us.

Thank you for taking the time to make a compliment, complaint or comment. We value your feedback as an opportunity for us to look at how we can improve our services to you, improve the way we provide healthcare and generally all the things we do.

If you wish to make a comment or compliment we have a box on the front reception desk or forms available for you to fill in on the magazine table in reception.

We appreciate all your feedback or ideas, and thanks for sharing them with us.

Making it Official

You can ask to speak to our Practice Manager, or you may phone her to discuss your concerns on either 03 548 0918 or 03 546 8911.

If you prefer, you can put your concerns in writing. If you do it this way, could you please write your letter as soon as you can after the event.

Remember it is our aim is to achieve a mutually satisfactory conclusion for all parties concerned.

Who Else Can I Complain To?

The Health & Disability Commissioner

P.O. Box 1791, Auckland

Phone 0800 112 233

The Medical Council

P.O. Box 11 649, Wellington

Phone 04 384 7635

The Privacy Commissioner

P.O. Box 466, Auckland 1

Phone 0800 803 909

A copy of the Code of Health and Disability Services Consumers Rights is available upon request from our receptionist, or you can download it from the Health and Disability website at www.hdc.org.nz.