

St Albans Medical Centre

Complaints Process

St Albans Medical Centre recognises and upholds the rights of patients as outlined in the Health and Disability Commissioner's Code of Health and Disability Services Consumers' Rights. We are committed to providing high-quality, professional care and service to all patients at all times.

Making a Complaint

If you are unhappy with any aspect of the care or service you have received, we encourage you to raise your concerns with us as soon as possible so they can be fully investigated.

Complaints Officer:

The Practice Manager, Susan Mooyman, is responsible for managing complaints.

- Email: practicemanager@stalbansmc.co.nz
- Phone: 03 355 9119

If the Complaint Involves the Complaints Officer

If your complaint relates to the Complaints Officer, it may be directed to one of the following doctors:

- Dr Vivienne Hancock
- Dr Michael Morrison
- Dr Paul Theobald
- Dr Gareth Norton

Our Complaints Process

When a complaint is received, we will:

- Acknowledge receipt of your complaint within **five working days**, unless the matter has already been resolved to your satisfaction.
- Advise you within **ten working days** whether we believe the complaint is justified. If further time is required to investigate, we will explain why and provide an expected timeframe.

Once a decision has been made, we will:

- Provide the reasons for our decision
- Advise you of any actions we propose to take

- Inform you of our appeal process and your right to contact the Health and Disability Commissioner or the Privacy Commissioner

For complaints that take longer to resolve, we will keep you informed of progress **at least monthly**.

Access to Information

At any time, you may request access to all information held by St Albans Medical Centre that is or may be relevant to your complaint.

Independent Support

You may seek free, independent advice or support from the **HDC Advocacy Service**:

- **Freephone:** 0800 555 050
- **Email:** advocacy@advocacy.org.nz