

Complaints Officer contact list • Medical Centres



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Medical Centre	General/Practice Manager	Complaints Officer	Email Contact	Phone Contact
Auckland				
The Doctors Fred Thomas and The Doctors Hauraki	Nicole Smith	Nicole Smith	nicole.smith@fthealth.co.nz	09 972 9020
The Doctors Massey Medical	Robyn Goldsworthy		robyn@masseymedicalcentre.co.nz	09 831 0170
The Doctors Huapai	Felicity Roberts	Felicity Roberts	felicity.roberts@hu.thedoctors.co.nz	09 412 9133
The Doctors Onehunga	Vivien Lowe	Sheetal Goundar	admin@oam.thedoctors.co.nz	09 634 5184
The Doctors New Lynn and The Doctors Golf Road	Joanne Tjaden	Tanya Coleman	socialwork@nl.thedoctors.co.nz	09 827 7810
The Doctors Mangere		Lorna Coles	lorna@mfdctors.co.nz	09 275 9977
The Doctors Ti Rakau	Allan Tee	Andrea Dormer	andrea.dormer@tr.thedoctors.co.nz	09 273 8980
Howick House Medical	Jill Hall			09 535 8797
Northland				
Kerikeri Medical	Lauren Demblon	Lauren Demblon	manager@kerikerimedical.co.nz	09 407 7777
The Doctors Tikipunga	Grey Parker	Greg Parker	greg.parker@paramounthealth.co.nz	09 435 2528
The Doctors Kamo	Lauren Demblon	Lauren Demblon		
Western Bay of Plenty				
The Doctors Tauranga	Philippa Fox	Sally Cogswell	manager@centralmed.co.nz	07 572 6800
The Doctors Bayfair	Philippa Fox	Parehuia Bishop	parehuia@baymed.co.nz	07 572 6002
The Doctors Papamoa	Philippa Fox	Parehuia Bishop	parehuia@baymed.co.nz	07 928 8000
The Doctors Welcome Bay	Philippa Fox	Catherine Warren	catherine.warren@gxh.co.nz	07 928 0962
The Doctors Bureta	Philippa Fox	Catherine Warren	catherine.warren@gxh.co.nz	07 928 0962

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Eastern Bay of Plenty

The Doctors Phoenix		Lana McNicholas	lana.McNicholas@phoenixhealth.co.nz	07 307 0586
Total Health Doctors		Lana McNicholas	lana.McNicholas@phoenixhealth.co.nz	07 308 8267
The Doctors Kopeopeo		Natalie Baker	natalie.baker@kopehealth.co.nz	07 308 5771

Hawke's Bay/ Gisborne

The Doctors Westshore	Lee Allsop	Lee Allsop	lee.allsop@na.thedoctors.co.nz	06 835 4696
The Doctors Napier	Lee Allsop	Lee Allsop	lee.allsop@na.thedoctors.co.nz	
The Doctors - EIT Health Centre	Lee Allsop	Lee Allsop	lee.allsop@na.thedoctors.co.nz	
The Doctors Greenmeadows	Lee Allsop	Lee Allsop	lee.allsop@na.thedoctors.co.nz	
The Doctors Hastings	Janine Jensen	Janine Jensen	janine.jensen@ha.thedoctors.co.nz	06 876 8445
The Doctors Waipawa	Janine Jensen	Janine Jensen	janine.jensen@ha.thedoctors.co.nz	
The Doctors Gascoigne	Janine Jensen	Janine Jensen	janine.jensen@ha.thedoctors.co.nz	
The Doctors Te Whare Hapara	Janine Jensen	Janine Jensen	janine.jensen@ha.thedoctors.co.nz	

Lower North Island

The Palms	Bob Lissington	Anna Kidby	anna.kidby@pn.radiusmedical.co.nz	06 354 7737
Silverstream Health		Anna Guest	anna.guest@hv.radiusmedical.co.nz	04 527 7376
Team Medical		Emma Fursman	emma.fursman@teammedical.co.nz	04 297 3000
Whaiora	Holly Jackson	Holly Jackson	tpp@whaiora.org.nz	06 370 0818

South Island

Christchurch South Health Centre		Clive Hunter	enquiries@cshc.co.nz	03 332 0108
The Doctors Motueka	Charlotte Etheridge	Charlotte Etheridge	charlotte@mo.thedoctors.co.nz	03 528 8358