

We Welcome Your Feedback

We always strive to provide the very best health care and advice to our whanau and community. If things didn't go the way you wanted with our service, we want to know about it.

Even though we may not be able to turn back the clock, there may be something we can do to help put it right. We are committed to looking for ways to make your experience better next time.

Talk to us, we'd like to know.

How to give feedback

1. Speak with the medical centre manager about your experience before you leave the practice or
2. Email or phone us back about your experience

What we will do

When we have received your feedback, we will:

- Confirm within 5 working days that we've received it (unless it's resolved)
- Keep you updated on what happened and what we did within 10 working days
- Keep you updated every 4 weeks if it's a bigger issue (20+ days)
- Treat your feedback seriously
- Protect your privacy

More information and support

1. The Health and Disability Commissioner (HDC) on **0800 112 233** or follow their process outlined by the HDC online. The HDC is an independent agency that promotes and protects the rights of those who use health and disability services.
2. The Consumer Advocacy Services on **0800 555 050** or follow their process outlined online.

