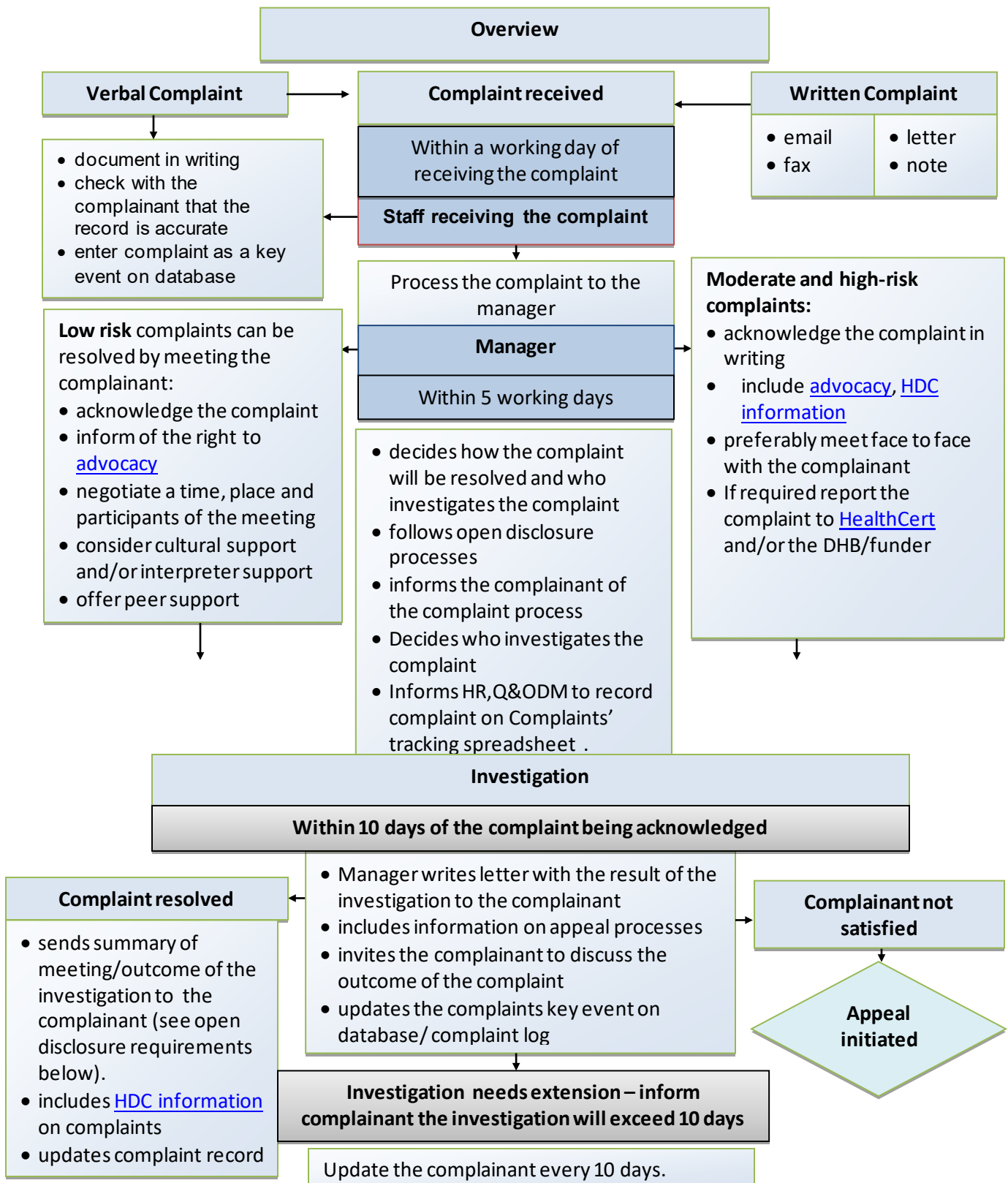


Type . Number / Version <b>1.06/6</b>	Title <b>Compliments and Complaints – Health and Welfare Services</b>			
Service Area:  Service Delivery	Date first drafted / approved:  18062010	Last approved by: (name and signature)  Rob Warriner	Last approval / review date:  30122020	Next Review Date:  30122023

<b>Purpose</b>	To detail both the manner and steps necessary for a person, family/whānau member, advocate or advocacy group, and staff to lodge a compliment or complaint. WALSH Trust will ensure that the right of the service user to make a complaint is understood, respected and upheld.
<b>Scope</b>	All WALSH Trust staff, service users and their families/ whānau.
<b>Policy</b>	All compliments and complaints will be managed in a systematic way as outlined in this document. Complaints that require notification to HealthCert will be processed using the approved <a href="#">template</a> .
<b>Performance Indicators</b>	<ul style="list-style-type: none"> <li>○ Complaint process time frames are adhered to.</li> <li>○ Service Improvement measures are implemented.</li> </ul>
<b>References</b>	
<b>Legislation</b>	<a href="#">Code of Health and Disabilities Services Consumer’s Rights 1996</a>
<b>Standards Guidelines</b>	<a href="#">NZS 8134: 2008 Health and Disability Services Standards</a> <a href="#">NZS 8158: 2012 Home and Community Support Sector Standard</a> <a href="#">HDC complaints processes</a> <a href="#">Self-audit: HDC complaints management guide</a> <a href="#">Making complaints. A guide for Mental Health Service Users</a> <a href="#">How can I make a formal complaint?</a>
<b>WALSH Trust Documents</b>	Key Events 1.62 Policy and Procedure Code of Rights 1.13 Policy and Procedure Resolution of Disputes 1.35 Policy and Procedure
<b>Definitions</b>	
<b>Complaint</b>	A complaint is <ul style="list-style-type: none"> <li>• Any expression of dissatisfaction about services provided by WALSH Trust</li> <li>• Dissatisfaction with the conduct of a staff member/student placement/contractor/management / Board member of WALSH Trust</li> </ul>
<b>Comment</b>	A comment/feed-back is an observation, remark or expression of opinion about aspects of WALSH Trust services that could be improved. All comments will be considered as an opportunity to improve the services provided. <div style="border: 1px solid black; padding: 5px; text-align: center;"><b>A comment is not a complaint</b></div>
<b>Complaint sources</b>	<ul style="list-style-type: none"> <li>• Directly from a service user their family/whānau.</li> <li>• Through the Health and Disability Commissioners office.</li> <li>• Through the Privacy Commissioners office.</li> <li>• By a member of parliament.</li> <li>• Through Consumer Advocates.</li> <li>• By a service provider.</li> <li>• By a member of the public.</li> </ul>
<b>Anonymous Complaints</b>	Complainants have the right to be anonymous. Investigation will occur within the limitations caused by the anonymity.
<b>Open Disclosure</b>	A service user should be informed about any adverse event and receive an acknowledgement, apology, explanation, and where appropriate, information on actions that have been taken to prevent it happening again, including information on

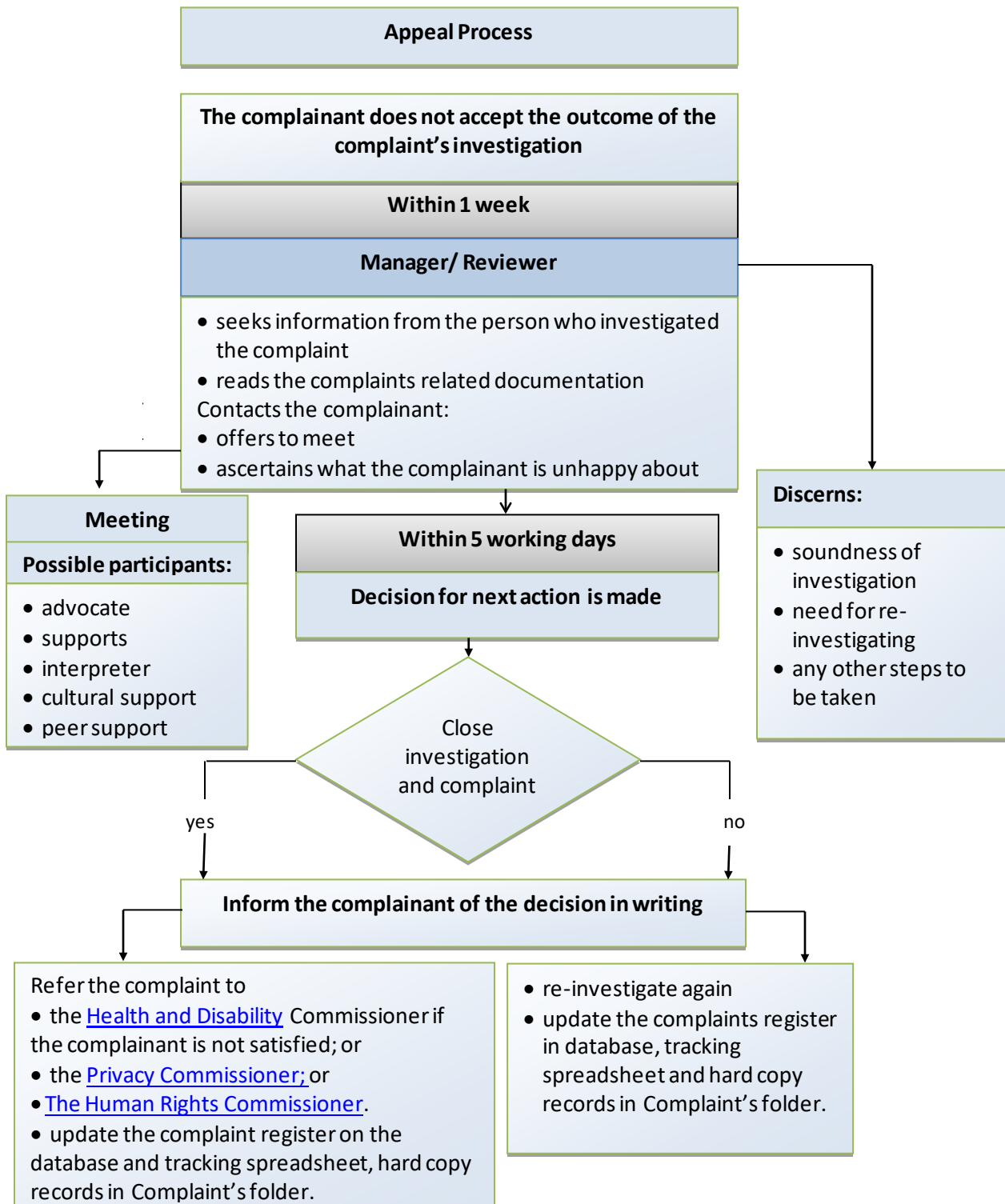
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how to make a complaint and be given contact details for local consumer advocates.

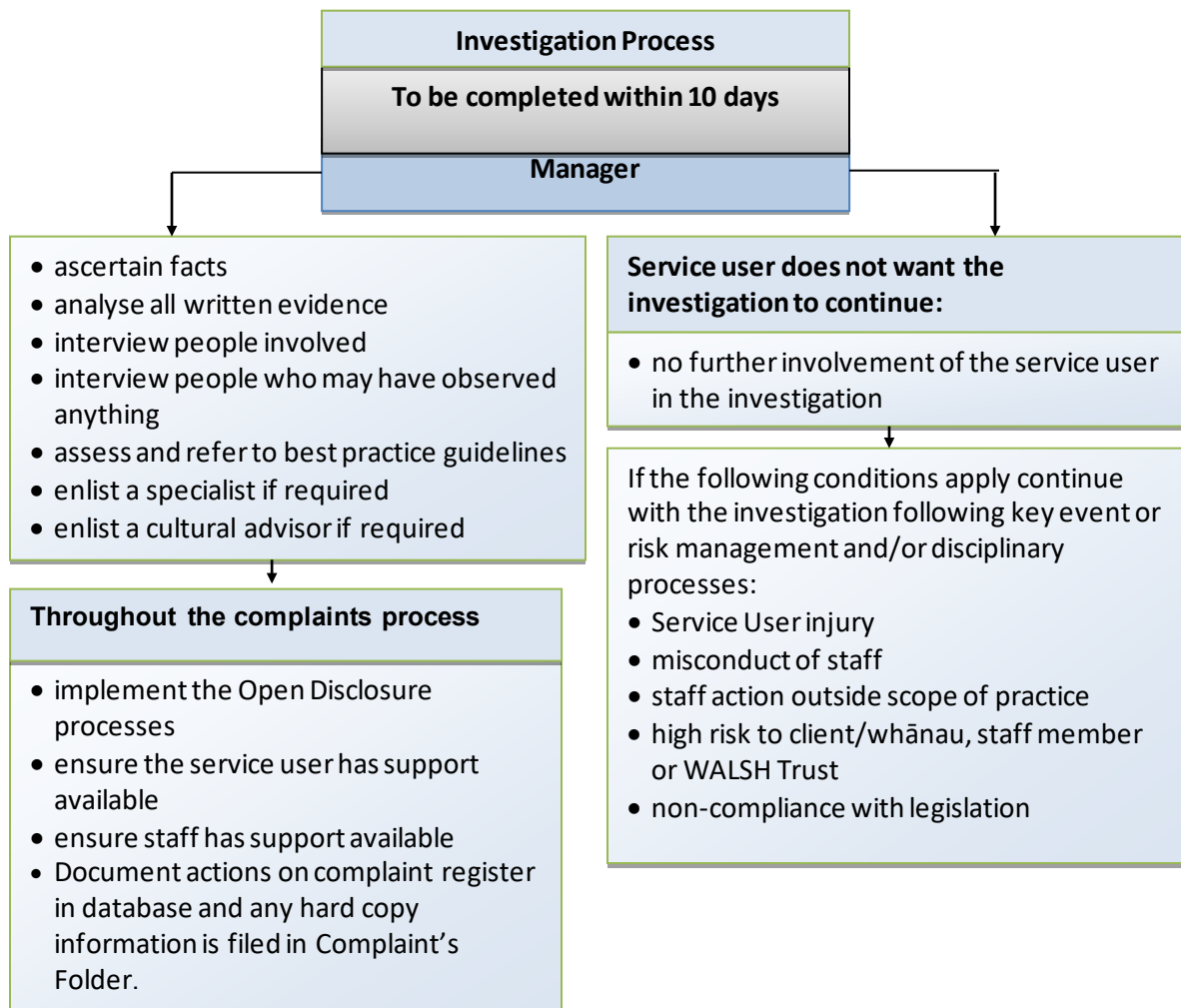
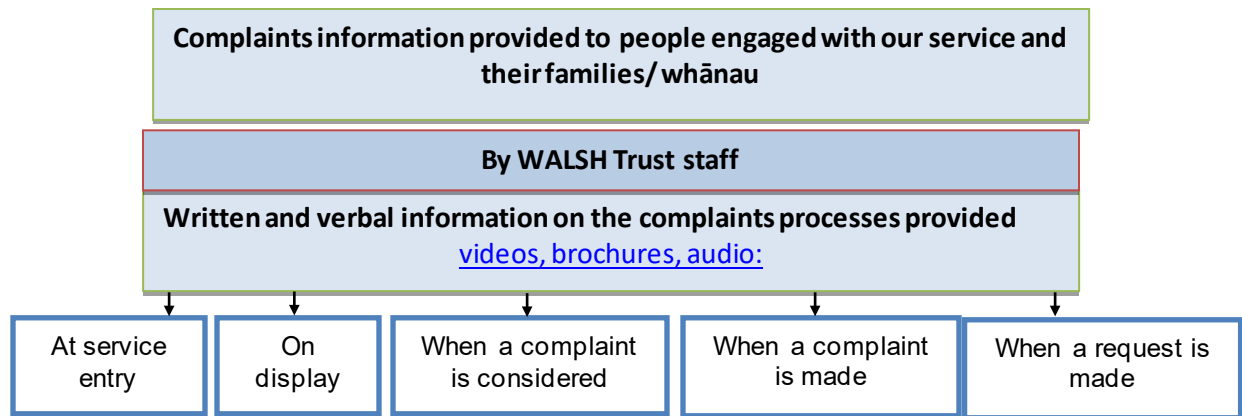


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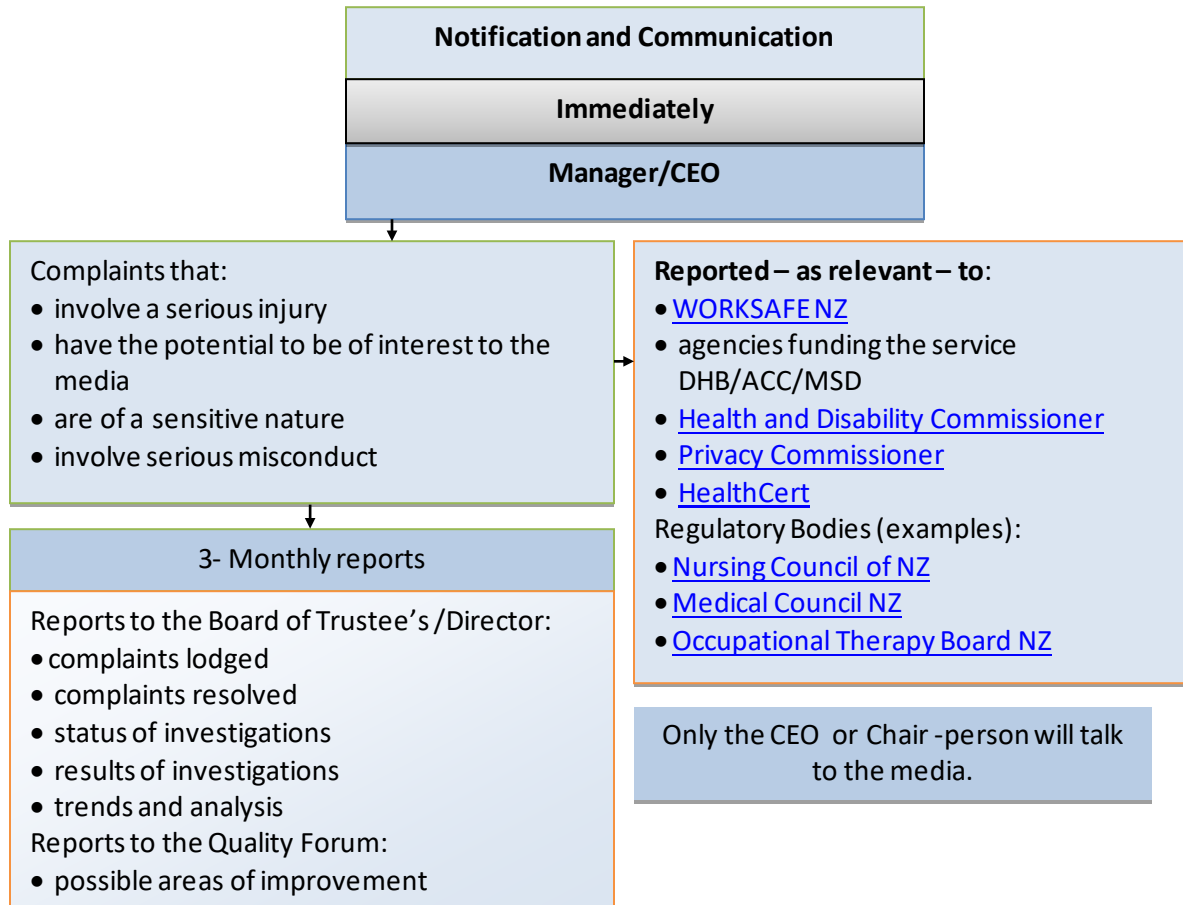
**Final letter to the complainant includes the open disclosure requirements:  
APOLOGY – INFORM WHAT HAPPENED – INFORM WHAT MEASURES HAVE BEEN PUT IN PLACE TO  
MAKE CHANGES OR IMPROVEMENTS**



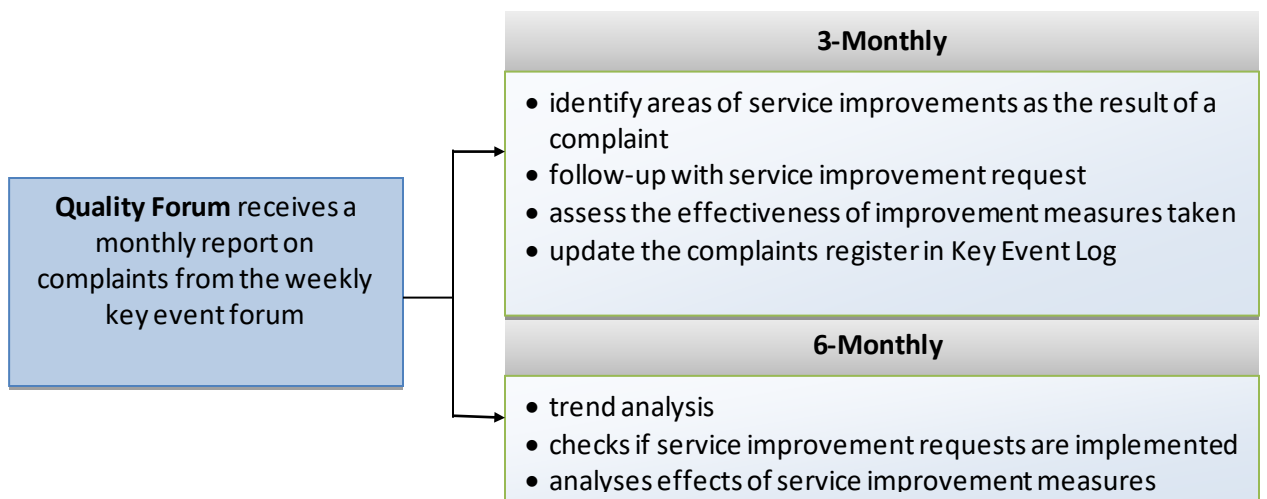
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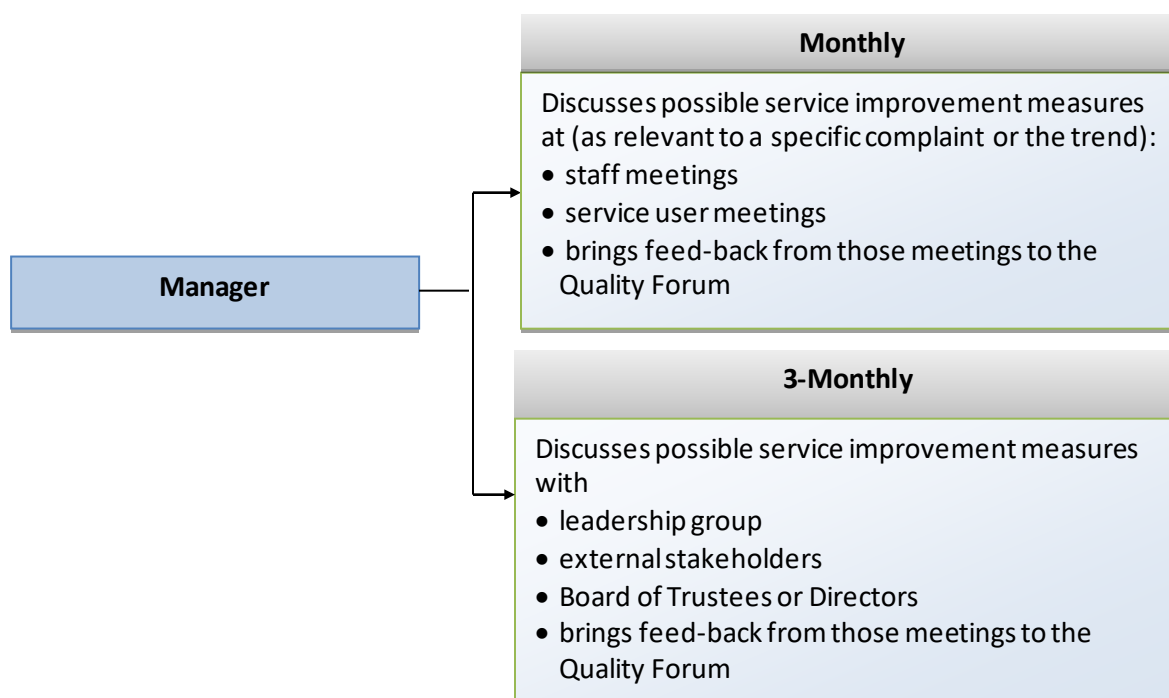
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**Service Improvement Processes**



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- All documentation relating to the complaint will be filed in the Complaints Register or Complaints folder.
- The service user's record will refer to the complaint and where the documentation is held. The complaints documentation is not held in the service user's file/record.
- A Complaints' Tracking Spreadsheet maintained by the HR, Quality and Organisational Development Manager will be updated throughout the process to ensure prompt resolution of complaints as per policy timeframes.

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### Compliments Procedure

Compliments may be verbal and will be entered into the database under Key Events:

- Any compliments received shall be forwarded to the appropriate service and the relevant staff informed.
- Compliments will be referred to in team meetings, and in the staff members coaching sessions with their manager.
- Compliments received directly by staff are to be copied to the appropriate manager.

- Compliments will be reviewed weekly in the Key Event Review Forum and referred to the Quality Forum
- The Quality Forum will acknowledge compliments and recommend appropriate acknowledgements
- The Chief Executive will forward the compliments to the Board as part of monthly report to the WALSH Trust Board.