

What matters to you Your feedback – form

Don't want to make a complaint,
but want to give us feedback?

We welcome feedback of all kinds, and use
this to improve our services.

If you wish to make comment or
compliment us, please fill in a
“What matters to you – Your feedback” form.

Hei awhina Tōtika i a koutou
What matters to you
is important to us
Your feedback

Which service/department are you talking about?

What did we do well?

What could we have done better?

Please stick this in the bin provided, or hand it to a staff member. You can also email your feedback to feedback@waikatohealth.co.nz or post it to the address below.
This form is also available on our website at www.waikatohealth.co.nz/health-co-feedback.
Public_WiFi is available so you can access our website for free while in the hospital.
We use your feedback, compliments, comments and concerns for ongoing service improvement, and do not routinely respond to these forms.
If you wish to make a complaint, please use a complaints form or contact Quality and Patient Safety, Waikato DHB, Private Bag 1000, Hamilton 3240, Ph: 07 854 3612 or email complaints@waikatohealth.co.nz.

Waikato District Health Board
Building Healthy Communities

These are available throughout the DHB as
well as on our website
www.waikatodhb.health.nz/feedback
Public_WiFi is available so you can access
our website for free while in Waikato hospital.

G1088HWF – TM12/14

Hei awhina Tōtika i a koutou

What matters to you
is important to us

Making a complaint

Waikato DHB welcomes your feedback

Making a complaint

What matters to you, is important to us. We welcome feedback of all kinds, and use this to improve our services.

If you wish to make a complaint about services provided by Waikato DHB you can:

- complete the “What matters to you – Your complaint” form
- phone, write or email complaints to:
Quality and Patient Safety,
Waikato DHB
Private Bag 3200,
Waikato Mail Centre,
Hamilton 3240
Phone: 07 834 3612
Email: complaints@waikatodhb.health.nz
- contact Kaitiaki, Te Puna Oranga (Waikato DHB Māori Health). Phone: 021 806 171
- contact or write a letter to any named Waikato DHB staff member or manager
- write to the Health and Disability Commissioner,
PO Box 1791, Auckland 1140
or visit the website www.hdc.org.nz
- write to the Minister of Health, Parliament Buildings, Wellington 6011 (no stamp needed).

Please include in your complaint:

- name, address, date of birth of patient/client, if the issue relates to care provided
- date/s the issue occurred
- the ward/service/department where the issue occurred
- your name and address, if you are not the patient/service user.

Waikato DHB’s complaints process

- When a complaint is received we will send an acknowledgment letter.
- The complaint will be investigated and you will receive a written response within 20 working days.
- Sometimes we like to speak with you as well, so you may receive a phone call.
- Complaint information will only be given to those involved in resolving your complaint. This may include a person being complained about.

Independent services which can assist you

HEALTH
consumer service



Health Consumer Service

This is a free and confidential service. The Health Consumer Service (HCS) employs trained mediators, called associates, to assist you with your complaint. There are HCS Associates in Taupo, Hamilton, Taumarunui, Te Aroha, Whitianga, Tauranga, Rotorua, Gisborne, Taranaki, Whakatane and Tokoroa.

To contact HCS, phone 0800 801 482 or write to:
Health Consumer Service, PO Box 15019, Dinsdale,
Hamilton 3243.



Nationwide Health and Disability Advocacy Service

This free and confidential service is independent and on the side of the consumer.

An advocate will listen to your concerns and provide you with information about your rights under the Code of Health and Disability Consumers’ Rights.

They will help you explore the options available to resolve a complaint and support you in the actions you decide to take.

To contact an advocate:

Freephone: 0800 555 050

Free fax: 0800 2787 7678

Email: advocacy@hdc.org.nz

To contact the office of the Health and Disability Commissioner directly:

Freephone: 0800 11 22 33

Email: hdc@hdc.org.nz

PO Box 1791, Auckland 1140.

For more information see the website:

www.hdc.org.nz