



Complaints Management Policy

<p>Purpose</p>	<ol style="list-style-type: none"> 1. To outline procedures the Senior Management Team and the Board will undertake when dealing with complaints. 2. To facilitate fair and efficient resolution of complaints in accordance with The Code of Health and Disability Services Consumers' Rights <p>All employees, practice staff, patients, contractors, visitors, family, whanau and other agencies that may make a complaint to Auckland PHO.</p>
<p>Scope</p>	<p>All employees, practice staff, patients, contractors, visitors, family, whanau and other agencies that may make a complaint to Auckland PHO.</p>
<p>Definition and nature of complaints</p>	<p>A complaint is any expression of dis-satisfaction received from a client, patient, visitor, family member, or a member of the community.</p> <p>Auckland PHO may receive complaints relating to business functions, clinical activities or conduct of employed or contracted health professionals;</p> <p>A complaint may relate to an issue within the jurisdiction of the Health and Disability Commissioner or the Privacy Commissioner;</p> <p>Right 10 of the Code of Health and Disability Services Consumers' Rights Regulation 1996 ("the Code") outlines how any complaint received from a consumer must be dealt with;</p> <p>Where, however, a complaint raises issues of clinical competence or fitness to practise, there are additional obligations under the Health Practitioners Competence Assurance Act, 2003.</p>
<p>Complaints officer responsibilities</p>	<p>The responsibilities of the Complaints Officer include:</p> <ol style="list-style-type: none"> i. having the skills to act with sensitivity as well as to be objective and impartial ii. having the necessary knowledge to be able to provide advice on all aspects of Auckland PHO's internal complaint procedure iii. ensuring that they are not directly involved in the subject matter of the complaint iv. being able to assist in the written complaint for complainants who require additional assistance v. maintaining the complaints register and the recording of all complaints, decisions and actions <p>ensuring complaints are included on the Auckland PHO Risk Register</p>
<p>Consumers to be informed of right to complain</p>	<p>Right 10(6) (b) of the Code requires that consumers are informed of any relevant internal and external complaints procedures;</p> <p>All Auckland PHO Member Practices and Contracted Providers who provide health</p>

and disability services to consumers should display in publicly visible place information which provides consumers with advice on their right to make a complaint and where and how such complaints may be made.

Staff named in a complaint

Any employee or contractor named in or associated with a complaint must be advised prior to any investigation commencing and will be involved in the investigation.

The employee or the contractor may be asked to meet with the complainant to assist in complaint resolution.

Complaints procedure

Complaints Regarding Delivery of Primary Health Services, including Primary Mental Health Services, Podiatry Services and any other health professionals or providers contracted by Auckland PHO

1. Right 3 of the Code requires that every provider must facilitate a fair, simple, speedy and efficient resolution of complaints;
 2. Each member practice and contracted health professional or provider should have a person designated as the Complaints Officer who receives all complaints. Every complaint should be entered into a Complaints Register. Actions taken with respect to the complaint should also be documented in the Complaints Register;
 3. Where a consumer wishes to make a complaint about any matter, they should be asked to put the complaint in writing. If there is some impediment to the complainant personally putting the complaint in writing, the complaint should be documented by the person receiving the complaint and then managed in the same manner as a written complaint;
 4. If Auckland PHO receives a complaint about a provider in a member practice or a contracted health professional or provider, the Auckland PHO Complaints Officer will record the complaint in the Auckland PHO Complaints Register and forward the complaint to the appropriate provider or health professional provider for investigation and resolution and will request complaint progress updates as appropriate
 5. Each member practice and contracted organisation or provider will be responsible for resolving complaints that pertain to their organisation, irrespective of the nature of the complaint, in accordance with their own internal complaints policies which will comply with all legal requirements.
 6. Any complaint must be acknowledged in writing within five working days of receipt, unless resolved within that timeframe;
 7. Within ten working days following such acknowledgement, Auckland PHO and any of the organisations Auckland PHO contracts with, must determine if the complaint is accepted as justified or not. If more time is required to investigate, and such time will be more than 20 working days, the complainant must be advised that more time is required to make a decision and the reason more time is required.
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8. Auckland PHO or the organisations/member practice must inform the complainant of progress in determining the complaint at intervals of not more than one (1) month.
 9. Upon a decision having been reached about the complaint, the organisations, member practice or Auckland PHO must inform the complainant of:
 - the decision;
 - the reasons for the decision;
 - any actions the organisation proposes to take as a result of the decision;
 - any appeal procedure the organisation has in place; and
 - the right to make a formal complaint to the Health Advocacy Service, the Health and Disability Commissioner or the Privacy Commissioner;
 10. Inform the relevant professional registration body;
 11. If a member practice, contracted health professional or provider receives notice of a serious complaint (e.g. involving clinical competence or fitness to practice which poses a serious risk of harm to the public, or involves fraud), the assistance of Auckland PHO must be sought. In the first instance the Complaints Officer of the affected Practice should request such assistance via the CEO who will take the concern to the Board Chair and Clinical Director who may refer on to the Health and Disability Commissioner or Privacy Commissioner.

Note: Patient complaints may be directed in the first instance to Te Whatu Ora | Health New Zealand or Manatū Hauora | Ministry of Health and consequently, the member practice may not be an Auckland PHO member and consequently, staff are advised to check if the patient is enrolled at an Auckland PHO practice prior to any action taken.

Auckland PHO
Staff
complaints

CEO

The Board Chair deals with complaints against the CEO;

Board Members

Complaints against Board Members are referred to the Board Chair;

Complaints against the Board Chair are referred to the Finance, Audit and Risk Committee Chair;

PHO Staff

Complaints against employees and in matters of staff discipline and competence are dealt with in accordance with the provisions contained in the employee's Employment Agreement and Employee Manual;

All other complaints are dealt with by the CEO/Complaints Officer.

Auckland PHO
Staff
complaints
procedure

1. Auckland PHO has a designated Complaints Officer (CEO) who receives complaints. Every complaint should be entered into a Complaints Register. Actions taken with respect to the complaint should also be documented in the Complaints Register;
2. Where a person wishes to make a complaint about a matter, they should be asked to put the complaint in writing. If there is some impediment to the complainant personally putting the complaint in writing, the complaint should be documented by the complaints officer and then managed in the same manner as a written complaint;
3. Any complaint must be acknowledged in writing within five working days of receipt, unless resolved within that timeframe;
4. Within ten working days following such acknowledgement, the Complaints Officer/designated person will determine if the complaint is accepted as justified or not. If more time is required to investigate, and such time will be in excess of 20 working days, the complainant must be advised that more time is required to make a decision and the reason more time is required;
5. The Complaints Officer/designated person will inform the complainant of progress in determining the complaint at intervals of not more than one month;
6. Upon a decision having been reached about the complaint, Auckland PHO must inform the complainant of:
 - the decision;
 - the reasons for the decision;
 - any actions the organisation proposes to take as a result of the decision;
 - any appeal procedure the organisation has in place.

Confidentiality

All steps in the complaints process are confidential;

All documentation is kept in a securely locked file that is password protected or a locked cabinet.


Completion

A review of the complaint and the process will be undertaken and disseminated to clinical teams as appropriate, including a review and update of policies as necessary;

Further training to be undertake if necessary;

A Significant Events report is completed by the CEO and presented to the Board for review and evaluation;

Document
authorisation

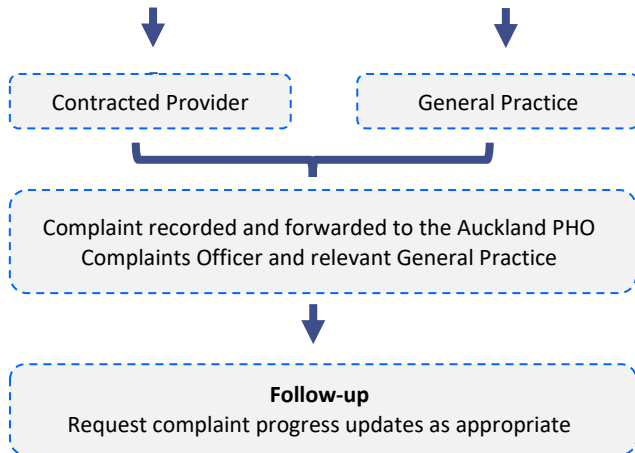
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Signed Chair		Date	December 2026

Auckland PHO Complaints Procedure

Complaint received by phone, email, written correspondence or via the website

If a patient complaint, confirm enrolled with APHO via the patient register – if not, refer patient to their GP and/or PHO (if known)

Health Service Delivery



Auckland PHO Employees

