

How to make a complaint
about a
Health or Disability Service



- ❑ It is okay to make a complaint.
- ❑ Get on to it quickly, so it can be solved quickly.
- ❑ You have the right to tell your disability service provider/NASC that you are not happy with their service.



COMPLAINTS DEPARTMENT
HOW CAN I HELP????

Anyone can make a complaint – That's you, another person on your behalf, such as a relative, friend, parent or an advocate.
Consent is needed to respond to complaints about someone else.

Who can help you make a complaint?

- An advocate
- A friend
- A support worker
- A family member

How to make a complaint

- By email
- By talking to a Ministry representative
- By completing the online form
- Through the relay service



COMPLAINT FORM

Please write your
complaint in the box
below

Write legibly

☐

What to expect

- ✓ someone you can talk with
- ✓ your concerns will be taken seriously
- ✓ to be treated with respect
- ✓ privacy and confidentiality will be respected
- ✓ resolution as quickly as possible
- ✓ to be kept informed
- ✓ to know the outcome
- ✓ the complaint will not impact on the care you receive.

Your complaint will only be discussed with the people directly involved.

What happens **after** you make a complaint?

- You will be contacted within 5 working days.
- Your consent will be asked for before speaking to other people about your complaint.
- The Ministry of Health aims to resolve complaints within 20 working days.
- You will be notified in writing and will be told where else you can go to complain if you are not happy with the outcome.

[Disability Directorate complaints process \(docx, KB\).](#)



Looking for Extra Support through the Process?

Nationwide Health and Disability Advocacy Service

A free independent service that offers advice and support related to the complaints process.

Phone: [0800 555 050](tel:0800555050)

Email: advocacy@advocacy.org.nz



Complaint about a Service

Step 1: Start with an informal discussion with the key people at the service providing support.
You may want to have a support person with you.

Step 2: If you feel unable to make a complaint to the service directly or if you want to take your complaint further you can make a confidential complaint direct to the Ministry of Health.

[Disability Service Complaints form \(PDF, 27 KB\)](#)

Email the completed form to dsscomplaints@health.govt.nz
or mail to

DSS Complaints, Ministry of Health, PO Box 5013, Wellington 6140.

Or phone [0800 DSD MOH](tel:0800855066) (0800 855 066)

Select option 4 and say you would like to make a complaint about a disability service.



Disability Directorate funded services and supports

Complaints Form

If you are unhappy with the quality of disability services or supports funded by the Ministry of Health, you can make a formal complaint by answering the following questions. You can also use this form to complain if your supports are not responsive to Te Ao Maori.

Required fields are marked by an asterisk (*)

1. Do you want us to keep your name and complaint private?*

The more information you consent to share, the better we can help you.

☐ You can share my complaint and my name with the provider.

☐ We will talk to the provider about your concerns

☐ Y ou can share the details of my complaint but I want my name kept private. We will talk

to the provider about your complaint but will not give them your name Y ou cannot share my

complaint name or my information with the provider.

☐ We won't talk to the provider about your complaint or tell them your name.

☐ I don't know.

☐ We will contact you to talk about it.

2. Please tell us about yourself.

Please provide as much information as you feel comfortable with.

We ask for your contact information so we can respond directly to you. If you don't want to tell us your name; we will still look into your complaint; but will not be able to let you know the outcome.

Your name

Phone

Email

3. How would you like us to contact you?

☐ Phone

☐ Email

☐ Relay service

☐ Other

4. Who are you?

☐ The person receiving the supports or services

☐ A friend or relative of the person receiving services

☐ A staff member of a disability provider

☐ A member of the public

☐ O ther disability or health professional

5. If you are making this complaint on behalf of someone else, is the person who received the service aware that you are making a complaint on their behalf?

☐ Yes

☐ No

If no, is there a reason why the person is not aware of this complaint?

Save this form to your desktop before filling it out.

1. Who are you complaining about?

Name of organisation

Name of the person (if complaint about a person) Where in NZ

are you receiving supports/services?

Have you complained about this to anyone else?

☐ Yes

☐ No

2. If yes, who else have you told about your complaint?

For example: a disability service, Health and Disability Commissioner (HDC), the Ombudsman, Needs Assessment Service Coordination agencies etc.

3. Tell us about your complaint or what made you unhappy.

Provide some details to help us understand your concerns. You can include what happened; when it happened and who was involved; or the decision made by the provider that you are unhappy about.

4. How can we help you make your situation better?

Thank you for taking the time to complete this form.

Email the completed form to dsscomplaints@health.govt.nz

We take all complaints seriously and work hard to make sure everyone is safe and supported.

We will contact you within five working days to talk about your complaint.

☎ 0800 855 066

✉ dsscomplaints@health.govt.nz

OTHER PLACES TO TAKE YOUR COMPLAINT

Health and Disability Commissioner helps resolve problems between you and providers.

For complaints about: any health or disability service, or person in New Zealand who has provided a health or disability service.

This includes public and private services, paid and unpaid services, hospitals and rest homes, and individuals such as nurses, doctors, dentists, pharmacists, chiropractors, naturopaths, and caregivers.

- Freephone: [0800 11 22 33](tel:0800112233)
- Website: www.hdc.org.nz

Email: hdc@hdc.org.nz
[Online complaints form](#)

Human Rights Commission

For complaints about: discrimination.

HRC helps people to prepare statements and lodge a complaint, and then mediates between parties to resolve the complaint.

Free phone: [0800 496 877](tel:0800496877)
Website: www.hrc.co.nz
TXT: [0210 236 4253](tel:02102364253)

Email: info@hrc.co.nz
TTY (teletypewriter): 0800 150 111
Language Line and NZ Sign Language interpreters available.



Oranga Tamariki – Ministry for Children

For complaints about: the safety and wellbeing of a child or young person (including those with a disability).

Freephone: [0508 326 459](tel:0508326459) (available 24/7)

Email contact@ot.govt.nz

[Online feedback - compliments, complaints and suggestions](#)

The New Zealand Police

For complaints about: a criminal act.

Contact 111 when an emergency response is needed.

Use 105.police.govt.nz for non-emergency reporting.

The Office of the Ombudsman

For complaints about: the administrative conduct of state sector agencies.

You must be personally affected to complain.

Free phone: [0800 802 602](tel:0800802602)

Email: complaint@ombudsman.parliament.nz

Website: www.ombudsman.parliament.nz

[Online complaints form](#)



Ministry of Social Development

For complaints about: a decision the Ministry of Social Development has made about your income support or an application you have made.

Phone: [0800 559 009](tel:0800559009)

Email: information@msd.govt.nz

Website: www.msd.govt.nz

[Online complaints](#)

The Privacy Commissioner

For complaints about: actions that may be a breach of your privacy rights.

Free phone: [0800 803 909](tel:0800803909)

Email: enquiries@privacy.org.nz

Website: www.privacy.org.nz



Overloaded with information?

Tips from other parents..

- Stick to the facts
- Keep it brief and simple
- Avoid too much emotion
- Less can sometimes mean more

Our advice....

- **DESC**

