

FEEDBACK FORM

To help us to improve the quality of services we provide, we appreciate your feedback. So if there is anything we can do better, please feel free to comment on our services.

Nature of Feedback	Suggestion / Compliment		Treat this as a formal complaint
---------------------------	-------------------------	--	----------------------------------

Your Details

Today's Date	
Full Name	
Patient's name (if different)	
Address	
Phone number	

If your feedback concerns a consultation at the Practice:

Date Of Consultation	
Name Of Staff Member(s) Involved (If you don't know who you saw, please just give as much information as you can)	

Description:

Please describe what happened:

Please continue overleaf (if necessary)

For Office Use

Recorded	Ref Number	Date
----------	------------	------

COMPLAINT SECTION OF FEEDBACK FORM – PROCEDURE NOTES

Riccarton Clinic aims to satisfy our patients' needs and appreciates any comments made that will help us to better our services.

If you wish to write us a complaint you may do so in your own letter or by using the Riccarton Clinic Complaints Form. If you decide to use the form provided, you are welcome to take it away for completion and either present it to the receptionist or post it to the Clinic Manager at the address above, noted as 'Confidential'.

Receipt of a complaint form will follow the process as documented below:

1. The form is received by the Clinic Manager and documented. It is stored in a secure and confidential file. Reports of numbers of complaints received are given to the Directors of Riccarton Clinic at their regular meetings.
2. Within five working days of receipt, Riccarton Clinic will formally acknowledge the complaint in writing and provide supporting Consumer Rights/Advocacy information.
3. A copy of the complaint will be given to the staff members involved and to their manager. A response will be prepared and this is discussed with the manager. The response to a complaint includes a decision on whether the complaint is considered fair or not. In cases involving clinical decisions the response will be reviewed by the Medical Director of Riccarton Practice. In cases involving the administration of Riccarton Clinic the response will be reviewed by the Practice Manager. Where the complaint involves either of those two positions the response will be reviewed by a Director of Riccarton Clinic. A copy of the response will be placed in the secure file.
4. As soon as practicable after Riccarton Clinic decides whether or not it accepts that a complaint is fair, Riccarton Clinic will inform the complainant of the reasons for the decision and of any actions Riccarton Clinic proposes to take. The complainant will be informed of the appeal procedure in place at the Riccarton Clinic.
5. Riccarton Clinic aim to respond to the complaint within twenty working days of giving written acknowledgment of the complaint. However, this may be extended to cover staff absences or when awaiting advice from third parties. If this additional time is estimated to be more than thirty working days then the complainant is to be informed.
6. Appeals procedure: Any complaint that is not being handled, or cannot be resolved, to the complainant's satisfaction can be appealed to the Directors of Riccarton Clinic.

Everyone has rights – those that relate to the provision of health services are prepared by the Health and Disability Commissioner. A leaflet describing the Code of Health and Disability Services Consumers' Rights is available in the reception area of the Riccarton Clinic and a copy will be send out when acknowledging a complaint.

Independent advice about the complaint may be obtained from Advocacy Services South Island (Freephone 0800 377766) and from the Health and Disability Commissioner (Freephone 0800 112233 or www.hdc.org.nz)