

**Policy Statement:**

To ensure appropriate and effective management of complaints related to Churchill Private Hospital Trust services with timely feedback and resolution, Churchill Private Hospital Trust undertakes to address complaints:

- in a timely manner
- impartially without any negative impact on future healthcare
- in ways that are appropriate for Māori and different cultural groups
- in line with relevant legislation
- in ways that provide support to the complainant, their families/ whānau and to any staff members involved
- to achieve health system improvement

**Policy Applies to:**

- All Churchill Hospital staff
- Credentialed Practitioners

**Related Standards:**

- Ngā Paerewa HDSS NZ8134:2021 standard 1.8.1 – My right to complain shall be understood, respected, and upheld by my service provider.
- ACHS EQulP 2016 standard 2.1, criterion 2.1.4 – Healthcare feedback, including complaints, is managed to ensure improvement to the system of care.
- Code of Health and Disability Services Consumers Rights – Right 10.

**Objectives:**

- A clearly documented process is implemented for the identification and management of complaints.
- The complaint management process is sensitive to and respects the values and beliefs of patients and their whānau.
- A complainant is always informed of their right to have an independent advocate with cultural needs taken into account.
- The complaints management process is linked to quality and risk, ensuring that any improvements arising from the review of a complaint are actioned.

**Cultural Consideration**

Māori shall be offered appropriate advocacy and support through Te Waka Hauora (Māori health provider at Te Whatu Ora – Nelson Marlborough) or other appropriate advocate. Whānau involvement is welcome during the complaint management process.

**Implementation / Process:**

All complaints against staff employed by Te Whatu Ora – Nelson Marlborough will follow that organisations Complaints Management Policy.

Complaints and compliments provide the organisation with important opportunities to enhance or celebrate our work. Right 10 of the Code of Health and Disability Services Consumers' Rights states that every health consumer has the right to complain and should be supported to do so. The general manager is the organisations complaints officer, and all complaints should be forwarded to them.

Each patient is provided with a brochure “Your right as a Patient” in their admission pack which includes information on the complaint process. Patients are also emailed a link to the online patient experience survey following discharge and invited to share any feedback directly with the General Manager.

If staff feel a patient is unhappy, they should seek clarification, and if they wish to make a formal complaint either take it verbally, suggest the patient notes their concerns in writing, or inform the clinical team leader or general manager to follow through.

All complaints are discussed at the quality team meeting and escalated to the Board of Trustees. Outcomes of complaints may also be discussed at staff meetings.

Verbal Complaint

- Initial resolution by the person receiving the complaint in the first instance is desirable, especially on day-to-day issues. The person making the complaint should be asked if they wish to make a formal complaint.
- A verbal feedback form is to be completed in all cases a verbal complaint is received and unresolved, and referred to the General Manager.
- General Manger will record all complaints on the complaints register.
- When a complaint is resolved, the General Manager will mark as closed.
- If a complaint is not resolved, or is deemed as requiring further follow up by the General Manager, then the follow up process will be followed.

Written Complaint

- All written complaints to be referred to the Privacy Officer (the General Manger holds this position)
- Complaint added to complaint register.

Other Feedback

Occasionally a patient or their whanau may provide feedback verbally or via email which notes some concerns or opportunities for improvement, but is not a complaint. This feedback should be referred to the General Manager, and a determination will be made as to whether a formal complaints process should be followed following discussion with the feedback provider.

Process

- An initial letter or email of acknowledgement and response is to be sent within 5 working days of receiving the complaint unless resolved.

- Within 10 working days of the acknowledgement letter Churchill Private Hospital Trust will decide if the complaint is justified and determine the length of time required for the investigation.
- The complainant will be notified of the reasons for the decision and actions to be taken.
- Investigation may include but is not limited to:
  - Interviews with complainant/family/whanau, specialist and staff
  - Review of patient notes
- If resolution achieved complaint is closed.
- Unsuccessful resolution – the complainant is again advised of further actions that they may take i.e. Patient Advocacy Service, written complaint to the Churchill Private Hospital Trust Board of Trustees and/or Health and Disability Commission.
- All formal complaints will be advised to the Board of Trustees with resolution or further actions to be taken.
- Further actions may include but are not limited to:
  - ACC involvement
  - Notification to Insurers
  - EAP support for staff
  - Māori Health Liaison
- All complaints will be discussed at the Quality Committee meetings and actions for follow up documented till resolved.

#### Complaint Register

- The Complaints Register will be administered by the General Manager.
- The Register is to include the following:
  - Date of Complaint
  - Name of Complainant
  - Nature of Complaint (ie: service, food, treatment, staff etc)
  - Date of initial response to Complainant
  - Date of follow up response to Complainant.
  - Status of Complaint

#### **Evaluation:**

- An annual audit of the complaints process is undertaken and reviewed by the Quality Committee.

#### **Associated Documents**

- Nurses Orientation Manual
- Your Rights as a Patient brochure

#### **References**

Health and Disability Act 1994.  
Code of Health and Disability services Consumer rights.  
Health Information Privacy Code 2020  
Privacy Act 2020  
Nga Paerewa HDSS 2021  
EQulP 6 ACHS Standard 2.1 criteria 2.1.4

[Appendix 1]

&lt;&lt;date&gt;&gt;

&lt;&lt;address&gt;&gt;

&lt;&lt;address&gt;&gt;

&lt;&lt;address&gt;&gt;

Dear

**Acknowledgement of Complaint**

Thank you for taking the time to give us feedback about our services. We acknowledge receipt of your letter/email dated << >>.

Churchill Hospital takes all complaints seriously and we will review your complaint and respond to you within 10 working days. Should the length of time required to investigate your complaint be longer than 10 working days, we will advise you accordingly.

Should you continue to be unhappy about the service you received at Churchill Private Hospital Trust, you are welcome to:

Contact: The Board of Trustees  
Churchill Private Hospital Trust  
PO Box 351  
Blenheim

Contact: Health & Disability Commissioner  
Free Phone: 0800 11 22 33

If you feel you would like support with this complaint you can contact: The Nationwide Advocacy Service Free Phone: 0800 555 050

We have included a brochure on the Health and Disability Advocates for your reference.

Yours sincerely