

Contact Information

If you wish to write to Oxford Health Charity Limited letters should be addressed to:

**The Complaints Officer
39 Park Avenue
Oxford**

When telephoning Oxford Community Health Centre to register a complaint, please phone
312 4195

Please explain to the receptionist that you have a concern or a complaint, which you wish to discuss with the Complaints Officer. Patient calls regarding difficulties experienced with our service receive the highest priority.

If you need assistance, advice or support in making your complaint to us, the services below are available to help you. These services are available free of charge.

Health and Disability Advocacy Service

Phone 0800 377 766

PO Box 1791

Auckland

Or

Advocacy Services Trust

Phone 377 7501

PO Box 1307

Christchurch

Oxford Community Health Centre fully supports the Health and Disability Service Code of Rights.



Oxford Community Health Centre

Primary Health for the Community / 24hr Medical Service

Hauora tuatahi mo te Iwi Whānau

Complaints

Procedure

2014

39 Park Avenue, Oxford 7430
North Canterbury

www.oxfordhealth.co.nz

Telephone: (03) 312 4195

Fax: (03) 3123 336

How to make a Complaint

Our Commitment to you

At Oxford Health Charity Limited, it is our intention to provide you with the best possible service, but issues occur in all organisations.

If you are dissatisfied with any aspect of the medical care or the service you receive from us, we would like to address your concerns

This brochure explains how to make a complaint, and the procedures we follow to investigate the issues you raise.

If you are unhappy about your treatment at Oxford Health Charity Limited, you are invited to contact us any way you wish, for example –

- By writing a letter explaining your concerns
- By telephoning and asking to speak to the Complaints Officer
- By making an appointment and discussing the complaint directly with the complaints Officer.

Once you have made us aware of your concerns:

We will acknowledge your letter, or telephone call in writing.

If your concern is about a consultation with your doctor and you feel able to discuss this with them, the best course of action is to phone and ask the doctor to ring you when they can. Issues can often be resolved this way

What happens next?

Your complaint will then be dealt with. The steps taken will depend on the nature of your complaint, but it may include –

- Informing the health professional or staff member of the complaint and requesting their comments or explanation
- Asking for more information or discussing the matter informally with you over the telephone, or by letter if talking with you is not possible
- We have a complaints committee within the practice and your complaint may be addressed by them.
- Seeking to redress your concerns and obtain a satisfactory outcome for you.

If you are unhappy with the outcome, we will advise you how to contact the Health and Disability Commissioner, who may re-investigate your complaint.