

COMPLAINTS MANAGEMENT

POLICY STATEMENT

It is Bay of Plenty District Health Board's (BOPDHB) policy that a comprehensive process will be provided for consumers to have their complaints documented and investigated thoroughly, the outcome communicated and recommended action taken.

PURPOSE

- To achieve understanding by BOPDHB staff so that organisational performance can be improved thereby promoting higher levels of customer service and customer satisfaction.
- To resolve as many issues as possible to the complainants satisfaction.
- To use complaints as a tool to proactively promote what is the expected customer service behaviour that BOPDHB staff should display.
- To comply with all legislation plus contractual and ownership obligations.

EXCLUSIONS

There are no exclusions.

REFERENCES

- [Health Information Privacy Code 1994 and amendments](#)
- [Code of Health and Disability Services Consumers' Rights \(Regulations 1996\) and amendments.](#)
- Health Customer Service, Consumer Rights (Regulations 1996) and amendments.
- New Zealand Bill of Rights 1990 and amendments.
- International Standards ISO 10002 Quality management – Customer satisfaction – Guidelines for complaints handling in organisations

ASSOCIATED DOCUMENTS

- Bay of Plenty District Health Board policy 1.3.1 protocol 0 Complaints Management - Standards
- Bay of Plenty District Health Board policy 1.3.1 protocol 1 Complaints Management - Process
- Bay of Plenty District Health Board policy 3.50.02 protocol 9 Investigation Process
- Bay of Plenty District Health Board policy 3.50.02 protocol 15 Disciplinary Process
- Bay of Plenty District Health Board policy 2.1.4 Incident Management

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Section: Customer Rights	Version No: 9	
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